



Order No. 25,370

EnergyNorth Natural Gas, Inc.
5069 Customer Metric Performance Report
For month ending July 31, 2012

Assessed values
Reference values

Billing Accuracy

Energy North (gas)		
	System Level	Company Level
Jul-2012	99.01%	99.40%
Jun-2012	98.90%	99.39%
May-2012	98.93%	99.47%
Apr-2012	99.07%	99.67%
Mar-2012	99.19%	99.72%
Feb-2012	99.09%	99.61%
Jan-2012	99.10%	99.33%
Dec-2011	99.19%	99.48%
Nov-2011	99.14%	not available
Oct-2011	99.10%	not available
Sep-2011	99.16%	not available
Aug-2011	99.06%	not available

12 mo avg 99.08% not available

Goals:

Pre Day N - Report	98.00%	(12 mo rolling)
Pre Day N - Review & Set-Aside	97.00%	(12 mo rolling)
Post Day N - Report	Average - 1.0%	(TSA period)
Post Day N - Review & Set-Aside	Average - 5.0%	(TSA period)

Estimated Bills

Energy North (gas)		
	System Level	Company Level
Jul-2012	3.40%	1.74%
Jun-2012	4.53%	1.76%
May-2012	4.10%	1.47%
Apr-2012	3.90%	1.27%
Mar-2012	3.69%	1.24%
Feb-2012	3.38%	1.46%
Jan-2012	4.27%	1.51%
Dec-2011	4.73%	1.37%
Nov-2011	4.26%	not available
Oct-2011	3.10%	not available
Sep-2011	6.01%	not available
Aug-2011	5.26%	not available

12 mo avg 4.22% not available

Goals:

Pre Day N - Report	5.00%	(12 mo rolling)
Pre Day N - Review & Set-Aside	6.75%	(12 mo rolling)
Post Day N - Report	Average + 20%	(TSA period)
Post Day N - Review & Set-Aside	Average + 40%	(TSA period)

Bills with exceptions

Energy North (gas)		
	System Level	Company Level
Jul-2012	3.04%	1.60%
Jun-2012	3.57%	1.60%
May-2012	3.40%	1.29%
Apr-2012	2.99%	1.01%
Mar-2012	3.06%	1.16%
Feb-2012	3.56%	not available
Jan-2012	2.93%	not available
Dec-2011	3.34%	not available
Nov-2011	9.64%	not available
Oct-2011	3.50%	not available
Sep-2011	2.90%	not available
Aug-2011	3.50%	not available

12 mo avg 3.79% not available

Goals:

Pre Day N - Report	3.80%	(12 mo rolling)
Pre Day N - Review & Set-Aside	4.40%	(12 mo rolling)
Post Day N - Report	Average + 20%	(TSA period)
Post Day N - Review & Set-Aside	Average + 40%	(TSA period)