

Energy North Natural Gas
5069 Customer Metrics Performance
For Month Ending August 31,2012

Assessed values
Reference values

Billing Accuracy

Energy North (gas)			
	System Level	Company Level	
Aug-2012	99.16%	99.68%	
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	
12 mo avg	99.09%	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	
Aug-2012	4.21%	1.56%	
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	
12 mo avg	4.13%	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	
Aug-2012	3.19%	1.97%	
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	
12 mo avg	3.76%	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)

Granite State Electric
5068 Customer Metrics Performance
For Month Ending August 31,2012

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Aug-2012	99.59%
Jul-2012	99.44%
Jun-2012	99.48%
May-2012	99.53%
Apr-2012	99.59%
Mar-2012	99.66%
Feb-2012	99.67%
Jan-2012	99.63%
Dec-2011	99.69%
Nov-2011	99.62%
Oct-2011	99.64%
Sep-2011	99.48%
12 mo avg	99.59%
Goals:	
Pre Day N - Report	99.00% (12 mo rolling)
Pre Day N - Review & Set-Aside	98.00% (12 mo rolling)
Post Day N - Report	99.00% (12 mo rolling)
Post Day N - Review & Set-Aside	96.00% (12 mo rolling)

Estimated Bills

Granite State (electric)	
System Level	Company Level
Aug-2012	1.46%
Jul-2012	1.95%
Jun-2012	1.48%
May-2012	1.34%
Apr-2012	1.09%
Mar-2012	1.14%
Feb-2012	0.98%
Jan-2012	1.10%
Dec-2011	1.05%
Nov-2011	1.20%
Oct-2011	1.33%
Sep-2011	1.51%
12 mo avg	1.30%
Goals:	
Pre Day N - Report	1.30% (12 mo rolling)
Pre Day N - Review & Set-Aside	1.80% (12 mo rolling)
Post Day N - Report	1.50% (12 mo rolling)
Post Day N - Review & Set-Aside	2.00% (12 mo rolling)

Bills with exceptions

Granite State (electric)	
System Level	Company Level
Aug-2012	0.88% 0.73%
Jul-2012	0.85% 0.85%
Jun-2012	0.90% 0.90%
May-2012	0.82% 0.82%
Apr-2012	0.74% 0.73%
Mar-2012	0.80% 0.67%
Feb-2012	0.74% 0.60%
Jan-2012	0.73% 1.61%
Dec-2011	0.85% 0.67%
Nov-2011	0.70% not available
Oct-2011	0.76% not available
Sep-2011	0.79% not available
12 mo avg	0.80% not available
Goals:	
Pre Day N - Report	0.80% (12 mo rolling)
Pre Day N - Review & Set-Aside	1.00% (12 mo rolling)
Post Day N - Report	Average + 20% (TSA period)
Post Day N - Review & Set-Aside	Average + 40% (TSA period)