

Granite State Electric
5068 Customer Bills Metrics Performance
For Month Ending September 30,2012

Assessed values
Reference values

Billing Accuracy

Granite State (electric)		
	System Level	Company Level
Sep-2012		99.42%
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%
12 mo avg		99.58%
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
Sep-2012		1.32%
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%
12 mo avg		1.29%
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
Sep-2011	0.76%	0.57%
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
12 mo avg	0.79%	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)

Energy North Natural Gas
5069 Customer Bills Metrics Performance
For Month Ending September 30, 2012

Assessed values
Reference values

Billing Accuracy

Energy North (gas)			
	System Level	Company Level	
Sep-2012	99.07%	99.62%	
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	
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	
Sep-2012	3.67%	1.89%	
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	
12 mo avg	3.94%	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	
Sep-2012	3.10%	1.77%	
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	
12 mo avg	3.78%	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)