

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

Assessed values
Reference values

Billing Accuracy

		Energy North (gas)	
		System Level	Company Level
Nov-2012		99.46%	99.45%
Oct-2012		99.20%	99.55%
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%
12 mo avg		99.11%	99.53%
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
Nov-2012		12.46%	1.86%
Oct-2012		4.92%	1.90%
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%
12 mo avg		4.77%	1.56%
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
Nov-2012		2.54%	1.65%
Oct-2012		2.98%	1.44%
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
12 mo avg		3.14%	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 Bills Metrics Performance
For Month Ending November 30,2012

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Nov-2012	99.69%
Oct-2012	99.50%
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%
12 mo avg	99.57%
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
Nov-2012	1.40%
Oct-2012	1.05%
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%
12 mo avg	1.28%
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
Nov-2012	0.77%
Oct-2012	0.90%
Sep-2012	0.76%
Aug-2012	0.88%
Jul-2012	0.85%
Jun-2012	0.90%
May-2012	0.82%
Apr-2012	0.74%
Mar-2012	0.80%
Feb-2012	0.74%
Jan-2012	0.73%
Dec-2011	0.85%
12 mo avg	0.81%
12 mo avg	0.79%
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)