

**EnergyNorth Natural Gas**  
5069 Customer Bills Metrics Performance  
For Month Ending December 31,2012

Assessed values  
Reference values

**Billing Accuracy**

| Energy North (gas)              |              |                |                 |
|---------------------------------|--------------|----------------|-----------------|
|                                 | System Level | Company Level  |                 |
| Dec-2012                        | 99.30%       | 99.61%         |                 |
| 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%         |                 |
| 12 mo avg                       | 99.12%       | 99.54%         |                 |
| 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 |                 |
| Dec-2012                        | 2.94%        | 2.08%         |                 |
| 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%         |                 |
| 12 mo avg                       | 4.62%        | 1.64%         |                 |
| 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 |                 |
| Dec-2011                        | 3.12%        | 1.69%         |                 |
| 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 |                 |
| 12 mo avg                       | 3.12%        | 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 Company**  
5068 Customer Bills Metrics Performance  
For Month Ending December 31,2012

Assessed values  
Reference values

**Billing Accuracy**

| Granite State (electric)        |                        |
|---------------------------------|------------------------|
| System Level                    | Company Level          |
| Dec-2012                        | 99.69%                 |
| 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%                 |
| 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         |
| Dec-2012                        | 1.10%                 |
| 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%                 |
| 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              |
| Dec-2012                        | 0.91%                      |
| 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%                      |
| 12 mo avg                       | 0.82%                      |
| 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) |