

Energy North Natural Gas
5069 Customer Bills Metrics Performance
For Month Ending January 31, 2013

Assessed values
Reference values

Billing Accuracy

Energy North (gas)		
	System Level	Company Level
Jan-2013	99.24%	99.60%
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%
12 mo avg	99.13%	99.56%
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
Jan-2013	5.01%	4.06%
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%
12 mo avg	4.68%	1.86%
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
Jan-2013	2.95%	1.35%
Dec-2012	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
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
5068 Customer Bills Metrics Performance
For Month Ending January 31, 2013

Assessed values
Reference values

Billing Accuracy

Granite State (electric)		
	System Level	Company Level
Jan-2013		99.64%
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%
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
Jan-2013		1.27%
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%
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
Jan-2013	0.87%	0.77%
Dec-2012	0.91%	0.92%
Nov-2012	0.77%	0.68%
Oct-2012	0.90%	0.62%
Sep-2012	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%
12 mo avg	0.83%	0.74%
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)