

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

Assessed values
Reference values

Billing Accuracy

	Energy North (gas)	
	System Level	Company Level
Mar-2013	99.12%	99.63%
Feb-2013	99.18%	99.75%
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%
12 mo avg	99.14%	99.57%

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
Mar-2013	3.18%	1.73%
Feb-2013	3.04%	1.55%
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%
12 mo avg	4.61%	1.91%

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
Mar-2013	3.05%	1.10%
Feb-2013	5.63%	1.06%
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%
12 mo avg	3.30%	1.46%

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 March 31, 2013

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Mar-2013	99.65%
Feb-2013	99.69%
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%
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
Mar-2013	1.19%
Feb-2013	1.51%
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%
12 mo avg	1.35%
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
Mar-2013	0.79%
Feb-2013	0.75%
Jan-2013	0.87%
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%
12 mo avg	0.83%
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)