

Energy North Natural Gas
5069 Customer Bills Metrics Performance
For Month Ending April 30, 2013

Assessed values
Reference values

Billing Accuracy

		Energy North (gas)	
		System Level	Company Level
Apr-2013	99.06%	99.56%	
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%	
12 mo avg	99.14%	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
Apr-2013	4.55%	1.69%	
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%	
12 mo avg	4.67%	1.94%	
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
Apr-2013	2.76%	1.04%	
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%	
12 mo avg	3.28%	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 April 30, 2013

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Apr-2013	99.60%
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%
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
Apr-2013	1.26%
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%
12 mo avg	1.36%
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
Apr-2013	0.79%
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%
12 mo avg	0.83%
12 mo avg	0.72%
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)