

Granite State Electric
5068 Customer Bills Metrics Performance
For Month Ending July 31, 2013

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Jul-2013	99.48%
Jun-2013	99.47%
May-2013	99.42%
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%
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
Jul-2013	2.17%
Jun-2013	1.64%
May-2013	1.20%
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%
12 mo avg	1.38%
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
Jul-2013	0.99%
Jun-2013	0.89%
May-2013	0.83%
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%
12 mo avg	0.84%
12 mo avg	0.69%
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)

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

Assessed values
Reference values

Billing Accuracy

Energy North (gas)			
	System Level	Company Level	
Jul-2013	99.12%	99.53%	
Jun-2013	99.03%	99.37%	
May-2013	99.02%	99.29%	
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%	
12 mo avg	99.16%	99.55%	
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	
Jul-2013	3.59%	2.11%	
Jun-2013	3.46%	1.99%	
May-2013	3.78%	1.91%	
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%	
12 mo avg	4.57%	2.03%	
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	
Jul-2013	3.17%	2.01%	
Jun-2013	3.56%	1.87%	
May-2013	3.29%	1.60%	
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%	
12 mo avg	3.28%	1.55%	
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)