

Granite State Electric
5068 Customer Bills Metrics Performance
For Month Ending November 30, 2013

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Nov-2013	99.58%
Oct-2013	99.53%
Sep-2013	99.52%
Aug-2013	99.53%
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%
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
Nov-2013	1.23%
Oct-2013	1.43%
Sep-2013	1.70%
Aug-2013	1.80%
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%
12 mo avg	1.46%
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
Nov-2013	0.84%
Oct-2013	0.91%
Sep-2013	0.77%
Aug-2013	0.87%
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%
12 mo avg	0.85%
12 mo avg	0.70%
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)