

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

Assessed values
Reference values

Billing Accuracy

Granite State (electric)		
	System Level	Company Level
Dec-2013		99.67%
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%
12 mo avg		99.56%
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
Dec-2013		1.30%
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%
12 mo avg		1.48%
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
Dec-2013	1.68%	0.90%
Nov-2013	0.84%	0.74%
Oct-2013	0.91%	0.69%
Sep-2013	0.77%	0.53%
Aug-2013	0.87%	0.71%
Jul-2013	0.99%	0.85%
Jun-2013	0.89%	0.78%
May-2013	0.83%	0.65%
Apr-2013	0.79%	0.58%
Mar-2013	0.79%	0.53%
Feb-2013	0.75%	0.63%
Jan-2013	0.87%	0.77%
12 mo avg	0.91%	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)