

Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending January 31, 2014

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Jan-2014	99.72%
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%
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
Jan-2014	1.27%
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%
12 mo avg	1.47%
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
Jan-2014	0.87%
Dec-2013	0.90%
Nov-2013	0.74%
Oct-2013	0.69%
Sep-2013	0.53%
Aug-2013	0.71%
Jul-2013	0.85%
Jun-2013	0.78%
May-2013	0.65%
Apr-2013	0.58%
Mar-2013	0.53%
Feb-2013	0.63%
12 mo avg	0.93%
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)