

Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending February 28, 2014

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Feb-2014	99.66%
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%
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
Feb-2014	1.46%
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%
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
Feb-2014	0.66%
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%
12 mo avg	0.71%
1.00%	
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)