

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

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Mar-2014	99.72%
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%
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
Mar-2014	1.29%
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%
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
Mar-2014	0.58%
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%
12 mo avg	0.71%
1.08%	
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)

Liberty Utilities (Energy North Natural Gas) Corp.
5069 Customer Bills Metrics Performance
For Month Ending March 31, 2014

Assessed values
Reference values

Billing Accuracy

Energy North (gas)		
	System Level	Company Level
Mar-2014	99.11%	99.66%
Feb-2014	99.21%	99.28%
Jan-2014	99.16%	98.78%
Dec-2013	99.33%	99.47%
Nov-2013	99.23%	99.75%
Oct-2013	99.20%	99.54%
Sep-2013	99.16%	98.86%
Aug-2013	99.11%	99.59%
Jul-2013	99.12%	99.53%
Jun-2013	99.03%	99.37%
May-2013	99.02%	99.29%
Apr-2013	99.06%	99.56%

12 mo avg 99.08% 99.39%

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
Mar-2014	3.06%	0.10%
Feb-2014	2.26%	0.17%
Jan-2014	3.51%	0.13%
Dec-2013	2.72%	0.20%
Nov-2013	2.06%	0.13%
Oct-2013	3.92%	0.33%
Sep-2013	3.92%	0.26%
Aug-2013	3.21%	2.05%
Jul-2013	3.59%	2.11%
Jun-2013	3.46%	1.99%
May-2013	3.78%	1.91%
Apr-2013	4.55%	1.69%

12 mo avg 3.75% 0.92%

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
Mar-2014	2.58%	
Feb-2014	2.56%	0.76%
Jan-2014	2.53%	0.57%
Dec-2013	2.62%	1.17%
Nov-2013	3.24%	0.85%
Oct-2013	2.67%	0.46%
Sep-2013	3.12%	1.43%
Aug-2013	3.47%	2.42%
Jul-2013	3.17%	2.01%
Jun-2013	3.56%	1.87%
May-2013	3.29%	1.60%
Apr-2013	2.76%	1.04%

12 mo avg 3.23% 1.29%

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)