

Liberty Utilities (EnergyNorth Natural Gas) Corp.
5069 Customer Bills Metrics Performance
For Month Ending July 31, 2014

Assessed values
Reference values

Billing Accuracy

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Jul-14		N/A	99.86%
Jun-2014		N/A	99.67%
May-2014		N/A	99.40%
Apr-2014		N/A	99.67%
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%
12 mo avg		99.19%	99.46%
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

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Jul-2014		N/A	0.13%
Jun-2014		N/A	0.15%
May-2014		N/A	0.07%
Apr-2014		N/A	0.14%
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%
12 mo avg		3.08%	0.32%
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

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Jul-2014		N/A	1.18%
Jun-2014		N/A	0.43%
May-2014		N/A	0.47%
Apr-2014		N/A	0.31%
Mar-2014		2.58%	0.51%
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%
12 mo avg		2.85%	0.88%
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)