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

Assessed values
Reference values

Billing Accuracy

Granite State (electric)

	System Level	Company Level
Jul-14		99.41%
Jun-2014		99.41%
May-2014		99.50%
Apr-2014		99.53%
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%
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%	(TSA period)
Post Day N - Review & Set-Aside	98.00%	(TSA period)

Estimated Bills

Granite State (electric)

	System Level	Company Level
Jul-2014		2.65% *
Jun-2014		1.26%
May-2014		0.90%
Apr-2014		1.07%
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%
12 mo avg		1.34%

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%	(TSA period)
Post Day N - Review & Set-Aside	2.00%	(TSA period)

Bills with exceptions

Granite State (gas)

	System Level	Company Level
Jul-2014	1.67%	1.09%
Jun-2014	2.16%	0.73%
May-2014	1.53%	0.50%
Apr-2014	1.51%	0.57%
Mar-2014	1.68%	0.58%
Feb-2014	1.65%	0.66%
Jan-2014	1.02%	0.87%
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%
12 mo avg	1.36%	0.71%

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)

*Note: July % of Estimated Bills was higher than normal due to CSS force estimating
accounts with no readings in the cycles leading up to conversion*