

Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending September 30, 2014

Assessed values

Reference values

Billing Accuracy

Granite State (electric)		
	System Level	Company Level
Sep-2014		99.29%
Aug-2014		99.09%
Jul-2014		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%
12 mo avg		99.51%

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
Sep-2014		0.68%
Aug-2014		0.74%
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%
12 mo avg		1.27%

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 (electric)		
	System Level	Company Level
Sep-2014	N/A	0.43%
Aug-2014	N/A	0.33%
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%
12 mo avg	1.53%	0.67%

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 (EnergyNorth Natural Gas) Corp.
5069 Customer Bills Metrics Performance
For Month Ending September 30, 2014

Assessed values
Reference values

Billing Accuracy

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Sep-2014		N/A	99.94%
Aug-2014		N/A	99.96%
Jul-2014		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%
12 mo avg		99.21%	99.58%
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>
Sep-2014		N/A	0.19%
Aug-2014		N/A	0.23%
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%
12 mo avg		2.92%	0.16%
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>
Sep-2014		N/A	0.57%
Aug-2014		N/A	0.62%
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%
12 mo avg		2.70%	0.66%
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)	