

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

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Nov-2014	99.61%
Oct-2014	98.12%
Sep-2014	99.92%
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%
12 mo avg	99.45%
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 + 365 Days)
Post Day N - Review & Set-Aside	96.00% (TSA period + 365 Days)

Estimated Bills

Granite State (electric)	
System Level	Company Level
Nov-2014	0.54%
Oct-2014	0.45%
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%
12 mo avg	1.13%
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 + 365 Days)
Post Day N - Review & Set-Aside	2.00% (TSA period + 365 Days)

Bills with exceptions

Granite State (electric)	
System Level	Company Level
Nov-2014	0.66%
Oct-2014	0.99%
Sep-2014	0.43%
Aug-2014	0.33%
Jul-2014	1.09%
Jun-2014	0.73%
May-2014	0.50%
Apr-2014	0.57%
Mar-2014	0.58%
Feb-2014	0.66%
Jan-2014	0.87%
Dec-2013	0.90%
12 mo avg	0.69%
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	0.83% (TSA period + 365 Days)
Post Day N - Review & Set-Aside	0.97% (TSA period + 365 Days)

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

Assessed values
Reference values

Billing Accuracy

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Nov-2014		N/A	99.97%
Oct-2014		N/A	99.92%
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%
ENNG Specific Avg - Transition Pd.		99.20%	99.63%
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			98.44% (TSA period + 365 Days)
Post Day N - Review & Set-Aside			94.54% (TSA period + 365 Days)

Estimated Bills

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Oct-2014		N/A	0.23%
Oct-2014		N/A	0.13%
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%
ENNG Specific Avg - Transition Pd.		2.88%	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			2.41% (TSA period + 365 Days)
Post Day N - Review & Set-Aside			2.81% (TSA period + 365 Days)

Bills with exceptions

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Nov-14		N/A	0.88%
Oct-14		N/A	0.37%
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%
ENNG Specific Avg - Transition Pd.		2.57%	0.65%
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			1.93% (TSA period + 365 Days)
Post Day N - Review & Set-Aside			2.26% (TSA period + 365 Days)