

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

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Dec-2014	98.47%
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%
12 mo avg	99.35%

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
Dec-2014	1.07%
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%
12 mo avg	1.12%

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
Dec-2014	N/A 1.08%
Nov-2014	N/A 0.66%
Oct-2014	N/A 0.99%
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%
12 mo avg	1.60% 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		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 December 31, 2014

Assessed values
Reference values

Billing Accuracy

	Energy North (gas)	
	System Level	Company Level
Dec-2014	N/A	99.94%
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%

ENNG Specific Avg - Transition Pd. 99.16% 99.67%

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

	Energy North (gas)	
	System Level	Company Level
Dec-2014	N/A	0.51%
Nov-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%

ENNG Specific Avg - Transition Pd. 2.94% 0.18%

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

	Energy North (gas)	
	System Level	Company Level
Dec-14	N/A	0.86%
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%

ENNG Specific Avg - Transition Pd. 2.56% 0.63%

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)