

Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending January 31, 2015

Assessed values
Reference values

Billing Accuracy

Granite State (electric)		
	System Level	Company Level
Jan-2015		99.04%
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%
12 mo avg		99.29%
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
Jan-2015		1.43%
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%
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
Jan-2015	N/A	3.11%
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%
12 mo avg	1.70%	0.89%
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)

Note: The increase in the Bills with Exception percentage is due to a large number of exceptions associated to 3 Summary Bill Accounts.

Liberty Utilities (EnergyNorth Natural Gas) Corp.
5069 Customer Bills Metrics Performance
For Month Ending January 31, 2015

Assessed values
Reference values

Billing Accuracy

		Energy North (gas)	
		System Level	Company Level
Jan-2015		N/A	99.05%
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%
ENNG Specific Avg - Transition Pd.		99.16%	99.69%
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
Jan-2015		N/A	0.17%
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%
ENNG Specific Avg - Transition Pd.		2.66%	0.19%
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
Jan-15		N/A	0.87%
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%
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)