

Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending February 28, 2015

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Feb-2015	98.21%
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%
12 mo avg	99.17%
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
Feb-2015	4.46%
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%
12 mo avg	1.38%
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
Feb-2015	N/A 1.46%
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%
12 mo avg	1.71% 0.96%
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 - Bills with Exceptions: February is slightly higher due to 1) Over 100 fuel assistance accounts placed on hold due a billing error message. This issue was resolved and all accounts were billed within the same month. 2) Increase Missing Reads on Demand (non ert) due to winter weather conditions. Manual estimates were calculated and billed outside of the regular cycle bill schedule.

Liberty Utilities (EnergyNorth Natural Gas) Corp.
5069 Customer Bills Metrics Performance
For Month Ending February 28, 2015

Assessed values
Reference values

Billing Accuracy

Energy North (gas)		
	System Level	Company Level
Feb-2015	N/A	99.78%
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%	99.75%
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
Feb-2015	N/A	0.19%
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%
ENNG Specific Avg - Transition Pd.	3.06%	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
Feb-15	N/A	1.20%
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%
ENNG Specific Avg - Transition Pd.	2.58%	0.69%
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)