

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

Assessed values
 Reference values

Billing Accuracy

	Granite State (electric)	
	System Level	Company Level
Mar-2015		98.71%
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%

12 mo avg 99.09%

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
Mar-2015		1.45%
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%

12 mo avg 1.39%

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
Mar-2015	N/A	0.88%
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%

12 mo avg 1.72% 0.99%

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: Exceptions continue to trend downward since the peak in January. Failure to meet the target was largely attributable to the increased number of exceptions in January associated with 3 summary bill accounts.