Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending April 30, 2015

Assessed values
Reference values

Billing Accuracy

Granite State (electric)

	System Level	Company Level
Apr-2015		99.25%
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%
12 mo avg		99.06%

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
Apr-2015		1.44%
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%
12 mo avg		1.42%

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
Apr-2015	N/A	0.48%
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%
12 mo avg	1.79%	0.98%

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.*

Liberty Utilities (EnergyNorth Natural Gas) Corp.
5069 Customer Bills Metrics Performance
For Month Ending April 30, 2015

Assessed values
Reference values

Billing Accuracy

	Energy North (gas)	
	System Level	Company Level
Apr-2015	N/A	99.88%
Mar-2015	N/A	98.96%
Feb-2015	N/A	99.78%
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%

ENNG Specific Avg - Transition Pd.	#DIV/0!	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
Apr-2015	N/A	0.07%
Mar-2015	N/A	0.10%
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%

ENNG Specific Avg - Transition Pd.	#DIV/0!	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
Apr-15	N/A	0.35%
Mar-15	N/A	0.88%
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%

ENNG Specific Avg - Transition Pd.	#DIV/0!	0.72%

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)