Assessed values Reference values

Billing Accuracy				
	Gra	nite State (electric)	ı	
	Syst	tem Level Com	pany 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%	
Coole				
Goals: Pre Day N - Report			99.00% (12 mo ro	ollina)
Pre Day N - Review &	Set-Aside		98.00% (12 mo re	
Post Day N - Report	001710100		99.00% (TSA per	
Post Day N - Review 8	& Set-Aside		96.00% (TSA per	
Estimated Bills				
	Gran	nite State (electric)		
	Syst	tem Level Com	pany 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%	
			1.42%	
12 mo avg				
12 mo avg				
Goals:			1 30% (12 mo re	ollina)
Goals: Pre Day N - Report	Set-Aside		1.30% (12 mo ro	
Goals: Pre Day N - Report Pre Day N - Review &	Set-Aside		1.80% (12 mo ro	olling)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report			1.80% (12 mo ro 1.50% (TSA per	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	& Set-Aside		1.80% (12 mo ro	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	& Set-Aside		1.80% (12 mo ro 1.50% (TSA per	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	& Set-Aside Ons Gran	nite State (electric)	1.80% (12 mo ro 1.50% (TSA per 2.00% (TSA per	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Set-Aside Ons Gran Syst	em Level Com	1.80% (12 mo ro 1.50% (TSA per 2.00% (TSA per	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Set-Aside Ons Gran Syst Apr-2015	em Level Com N/A	1.80% (12 mo ro 1.50% (TSA per 2.00% (TSA per pany Level 0.48%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Set-Aside Ons Grar Syst Apr-2015 Mar-2015	em Level Com N/A N/A	1.80% (12 mo ro 1.50% (TSA per 2.00% (TSA per 2.00% (TSA) per pany Level 0.48% 0.88%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Grar Syst Apr-2015 Mar-2015 Feb-2015	em Level Com N/A N/A N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA) per pany Level 0.48% 0.88% 1.46%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Apr-2015 Mar-2015 Jan-2015 Jan-2015	em Level Com N/A N/A N/A N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA) pany Level 0.48% 0.88% 1.46% 3.11%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Grar Syst Apr-2015 Mar-2015 Feb-2015	em Level Com N/A N/A N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA) per pany Level 0.48% 0.88% 1.46%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Grar Syst Apr-2015 Mar-2015 Feb-2015 Jan-2015 Dec-2014 Nov-2014	em Level Com N/A N/A N/A N/A N/A N/A N/A N/A N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA) per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Grar Syst Apr-2015 Mar-2015 Feb-2015 Jan-2015 Dec-2014 Nov-2014 Oct-2014	em Level Com N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66% 0.99%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Grar Syst Apr-2015 Mar-2015 Feb-2015 Jan-2015 Dec-2014 Nov-2014	em Level Com N/A N/A N/A N/A N/A N/A N/A N/A N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA) per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Grar Syst Apr-2015 Mar-2015 Feb-2015 Jan-2015 Dec-2014 Nov-2014 Oct-2014	em Level Com N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66% 0.99%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Gran Syst Apr-2015 Mar-2015 Feb-2015 Jan-2015 Dec-2014 Nov-2014 Sep-2014	em Level Com N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66% 0.99% 0.43%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Gram Syst Apr-2015 Mar-2015 Feb-2015 Jan-2015 Dec-2014 Nov-2014 Sep-2014 Aug-2014 Jul-2014 Jun-2014	em Level Com N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66% 0.99% 0.43% 0.33%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review &	Gran Syst Apr-2015 Mar-2015 Feb-2015 Jan-2015 Dec-2014 Nov-2014 Oct-2014 Sep-2014 Aug-2014 Jul-2014	em Level Com N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66% 0.99% 0.43% 0.33% 1.09%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review & Bills with exception	Gram Syst Apr-2015 Mar-2015 Feb-2015 Jan-2015 Dec-2014 Nov-2014 Sep-2014 Aug-2014 Jul-2014 Jun-2014	em Level Com N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66% 0.99% 0.43% 0.33% 1.09% 0.73%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Post Day N - Review & Bills with exception	Gram Syst Apr-2015 Mar-2015 Feb-2015 Jan-2015 Dec-2014 Nov-2014 Sep-2014 Aug-2014 Jul-2014 Jun-2014	em Level Com N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66% 0.99% 0.43% 0.33% 1.09% 0.73% 0.50%	olling) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Report Goals: Pre Day N - Report	Grar Syst Apr-2015 Mar-2015 Feb-2015 Jan-2015 Dec-2014 Nov-2014 Oct-2014 Sep-2014 Aug-2014 Jun-2014 Jun-2014 May-2014	em Level Com N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66% 0.99% 0.43% 0.33% 1.09% 0.73% 0.50%	olling) iod + 365 Days) iod + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Review & Post Day N - Review & Bills with exception 12 mo avg Goals: Pre Day N - Report Pre Day N - Review & Pre Day N - Review & Pre Day N - Review &	Grar Syst Apr-2015 Mar-2015 Feb-2015 Jan-2015 Dec-2014 Nov-2014 Oct-2014 Sep-2014 Aug-2014 Jun-2014 Jun-2014 May-2014	em Level Com N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66% 0.99% 0.43% 0.33% 1.09% 0.73% 0.50%	olling) iod + 365 Days) iod + 365 Days) olling)
Goals: Pre Day N - Report Pre Day N - Review & Post Day N - Review & Post Day N - Review & Bills with exception I2 mo avg Goals:	Gran Syst Apr-2015 Mar-2015 Feb-2015 Dec-2014 Nov-2014 Aug-2014 Jul-2014 Jun-2014 May-2014 Jun-2014 Sep-2014	em Level Com N/A	1.80% (12 mo rd 1.50% (TSA per 2.00% (TSA per 2.00% (TSA per 0.48% 0.88% 1.46% 3.11% 1.08% 0.66% 0.99% 0.43% 0.33% 1.09% 0.73% 0.50%	olling) iod + 365 Days) iod + 365 Days) olling) olling) iod + 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.

Assessed values Reference values

Billing Accuracy			
	Energy North (ga	s)	
	System Level	Company Level	
Apr-2015			
Mar-2015		98.96%	
Feb-2015			
Jan-2015			
Dec-2014		99.94%	
Nov-2014			
Oct-2014			
Sep-2014		99.94%	
Aug-2014		99.96%	
Jul-2014		99.86%	
Jun-2014		99.67%	
May-2014	N/A	99.40%	
ENNG Specific Avg - Transition Pd.	#DIV/0!	99.69%	1
		00.0070	'
Goals: Pre Day N - Report	98.00%		(12 ma rolling)
Pre Day N - Review & Set-Aside	97.00%		(12 mo rolling) (12 mo rolling)
Post Day N - Report	37.0070	98 44%	(TSA period + 365 Days)
Post Day N - Review & Set-Aside			(TSA period + 365 Days)
<u>Estimated Bills</u>			
	Energy North (gas	<u>s)</u>	
	System Level	Company Level	
Apr-2015	N/A	0.07%	
Mar-2015		0.10%	
Feb-2015		0.19%	
Jan-2015		0.17%	
Dec-2014		0.51%	
Nov-2014		0.23%	
Oct-2014		0.13%	
Sep-2014		0.19%	
Aug-2014	N/A	0.23%	
Jul-2014	N/A	0.13%	
Jun-2014 May-2014	N/A N/A	0.15% 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)
Rills with exceptions			
Bills with exceptions			3.00
Bills with exceptions	Energy North (gas		a93
	System Level	Company Level	1133 1133 1133 1133 1133 1133 1133 113
Apr-15	System Level N/A	Company Level 0.35%	67.5 00.50
Apr-15 Mar-15	System Level N/A N/A	Company Level 0.35% 0.88%	a7.5
Apr-15 Mar-15 Feb-15	System Level N/A N/A N/A	Company Level 0.35% 0.88% 1.20%	u78
Apr-15 Mar-15 Feb-15 Jan-15	System Level N/A N/A N/A N/A	Company Level 0.35% 0.88% 1.20% 0.87%	5 ⁴ 15
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14	System Level N/A N/A N/A N/A N/A N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.86%	- a75
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14	System Level N/A N/A N/A N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.86% 0.88%	107 S
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 Oct-14	System Level N/A N/A N/A N/A N/A N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.86%	27.5
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14	System Level N/A N/A N/A N/A N/A N/A N/A N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.86% 0.88%	a78
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 Oct-14	System Level N/A N/A N/A N/A N/A N/A N/A N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.86% 0.88% 0.37%	27 E
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 Oct-14 Sep-2014	System Level N/A N/A N/A N/A N/A N/A N/A N/A N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.86% 0.86% 0.37% 0.57% 0.62%	27.5
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 Oct-14 Sop-2014 Aug-2014	System Level N/A	Company Level 0.35% 0.88% 1.20% 0.86% 0.86% 0.88% 0.37% 0.57%	a78
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 Oct-14 Sep-2014 Aug-2014 Jul-2014	System Level N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.86% 0.88% 0.37% 0.57% 0.62% 1.18%	27 E
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 Oct-14 Sep-2014 Aug-2014 Jul-2014 Jun-2014 May-2014	System Level N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.86% 0.88% 0.37% 0.57% 0.62% 1.18% 0.43% 0.47%	27 E
Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 Oct-14 Sep-2014 Aug-2014 Jul-2014 Jun-2014	System Level N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.86% 0.88% 0.37% 0.57% 0.62% 1.18% 0.43%	27 E
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 Oct-14 Sep-2014 Aug-2014 Jul-2014 Jun-2014 May-2014	System Level N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.86% 0.88% 0.37% 0.57% 0.62% 1.18% 0.43% 0.47%	37 S
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 Oct-14 Sep-2014 Aug-2014 Jul-2014 Jun-2014 May-2014 ENNG Specific Avg - Transition Pd.	System Level N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.88% 0.37% 0.57% 0.62% 1.18% 0.43% 0.47%	(12 mo rolling)
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 Oct-14 Sep-2014 Jul-2014 Jul-2014 Jun-2014 May-2014 ENNG Specific Avg - Transition Pd.	System Level N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.86% 0.88% 0.37% 0.57% 0.62% 1.18% 0.43% 0.47%	(12 mo rolling) (12 mo rolling)
Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 Oct-14 Sep-2014 Aug-2014 Jul-2014 Jun-2014 May-2014 ENNG Specific Avg - Transition Pd.	System Level N/A	Company Level 0.35% 0.88% 1.20% 0.87% 0.88% 0.37% 0.57% 0.62% 1.18% 0.47% 0.47%	