

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

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
	System Level Company Level
May-2015	99.11%
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%
12 mo avg	99.03%
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
May-2015	0.87%
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%
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
May-2015	N/A 0.54%
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%
12 mo avg	1.92% 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 continue to trend downward, with very good performance over the last three months. Notwithstanding this improved performance, the 12-month rolling average was still above the target by 0.01%. The reason for the failure to meet the target was due to: 1) the increased number of exceptions in the month of January associated with three summary bills; and 2) the increased number of no read exceptions (demand meters) due to the weather. The months of January & February added 0.38% to the 12-month rolling average performance.

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

Assessed values
Reference values

Billing Accuracy

Energy North (gas)		
	System Level	Company Level
May-2015	N/A	99.83%
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%

ENNG Specific Avg - Transition Pd. #DIV/0! 99.73%

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
May-2015	N/A	0.90%
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%

ENNG Specific Avg - Transition Pd. #DIV/0! 0.25%

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
May-15	N/A	0.56%
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%

ENNG Specific Avg - Transition Pd. #DIV/0! 0.73%

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)