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)				
1	System Level Company	/ Level			
May-2015		99.11%			
Apr-2015		99.25%			
Mar-2015		98.71%			
Feb-2015	PEROPETER STATE OF THE PERSON	98.21%			
Jan-2015	PAGE STREET, SHIPPING STREET,	99.04%			
Dec-2014		98.47%			
Nov-2014 Oct-2014		99.61% 98.12%			
Sep-2014	DESCRIPTION OF THE PROPERTY OF	99.92%			
Aug-2014	CHARLEST CONTRACTOR CO	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 Post Day N - Review & Set-Aside		99.00% (TSA period + 365 Days) 96.00% (TSA period + 365 Days)			
- COLDAY IT MONOW & OCI-ABILE		00.0070 (10A pellou + 303 Days)			
Estimated Bills					
	Granite State (electric)				
May 2045	System Level Company				
May-2015		0.87%			
Apr-2015 Mar-2015		1.44%			
Mai-2015 Feb-2015	医多类型导播器 高级过度	1.45% 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 Aug-2014	N/A N/A	0.43% 0.33%			
Jul-2014	1.67%	1.09%			
Jun-2014	2.16%	0.73%			
12 mo avg	1.92%	0.98%			
Goals:		la carte			
Pre Day N - Report	0.80%	(12 mo rolling)			
Pre Day N - Review & Set-Aside	1.00%	(12 mo rolling)			
Post Day N - Report	Section 1	0.83% (TSA period + 365 Days)			
Post Day N - Review & Set-Aside		0.97% (TSA period + 365 Days)			
	The second secon	(Torrpollou - 000 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.

Assessed values Reference values

Energy North (gas) System Level May-2015 Apr-2015 NIA Apr-2015 NIA Apr-2015 NIA Apr-2015 NIA Apr-2015 NIA Des-2015 NIA Des-2015 NIA Des-2014 NIA Des-2015 NIA Des-2014 NIA Des-2015 NIA Des-2016 NIA Des-2016 NIA Des-2017 NIA Des-2016 NIA Des-2017 NIA Des-2016 NIA Des-2017 NIA Des-2017 NIA Des-2018 NIA Des-2019 NIA Des-2014 NIA Des-2015 NIA Des-2014 NIA Des-2014 NIA Des-2015 NIA Des-2014 NIA Des-2015 NIA Des-2014 NIA Des-2014 NIA Des-2015 NIA Des-2014 NIA Des-2014 NIA Des-2015 NIA Des-2014 NIA Des-2015 NIA Des-2014 NIA Des-2014 NIA Des-2014 NIA Des-2015 Des-2014 NIA Des-2015 NIA Des-2014 NIA Des-2015 Des-2014 NIA Des-2015 NIA Des-2015 Des-2014 NIA Des-2015 Des-2014 NIA Des-2015 NIA Des-2015 Des-2014 NIA Des-2015 NIA Des-2015 Des-2014 NIA Des-2015 Des-2014 NIA Des-2015 Des-2014 NIA Des-2015 Des-2014 NIA Des-2014 NIA Des-2014 NIA Des-2015 Des-2014 NIA Des-2015 Des-2014 NIA Des-2015 Des-2014 NIA Des-2014 NIA Des-2015 Des-2015 Des-201	Billing Accuracy	THE RESERVE THE PARTY OF THE PA				
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System Level Company Level System Level Sep-2014 NIA System Level System Level Sep-2014 NIA System Level System Level System Level System Level System Level System Level Soperation Sep-2014 NIA System Level System Level System Level System Level System Level System Level Sep-2014 NIA System Level		Energy North (ga	ıs)			
May-2015						
Apr-2015	May-2015					
Mar-2015 N/A 99.68%						
Feb-2015 Jan-2015 Jan-2015 Jan-2015 N/A Jan-2015 N/A Jan-2015 N/A Jan-2015 N/A Jan-2015 N/A Jan-2014 Jan-2014 N/A Jan-2015 N/A N/A Jan-2015 N/A Jan-2015 N/A N/A Jan-2015 N/A N/A Jan-2015 N/A N/A Jan-2014 N/A N/A Jan-2015 N/A N/A Jan-2014 N/A N/A Jan-2014 N/A N/A Jan-2014 N/A						
Jan-2015 N/A 99.05% Dec-2014 N/A 99.94% Nov-2014 N/A 99.97% Oct-2014 N/A 99.97% Oct-2014 N/A 99.97% Oct-2014 N/A 99.96% Jun-2014 N/A 99.96% Jun-2014 N/A 99.86% Jun-2014 N/A 99.66% Jun-2014 N/A 99.67% ENNG Specific Avg - Transition Pd. #DIV/01 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 - Review & Set-Aside 97.00% (12 mo rolling) Post Day N - Review & Set-Aside 97.00% (12 mo rolling) System Level Company Level May-2015 N/A 0.90% (13 mo rolling) System Level Company Level (15 mo rolling) System Level Company Level (15 mo rolling) N/A 0.90% (17 mo rolling) Post Day N - Review & Set-Aside (17 mo rolling) Nov-2014 N/A 0.13% (18 mo rolling) System Level Company Level (17 mo rolling) Nov-2014 N/A 0.13% (18 mo rolling) Nov-2014 N/A 0.13% (18 mo rolling) Sep-2014 N/A 0.13% (18 mo rolling) (12 mo rolling) Post Day N - Review & Set-Aside (12 mo rolling) (12 mo rolling) Sost Day N - Review & Set-Aside (12 mo rolling) (13 mo rolling) (13 mo rolling) (13 mo rolling) (13 mo rolling) (14 mo rolling) (15 mo rol						
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Jul-2014 Jun-2014 N/A Jun-2014 N/A Jun-2014 N/A Jun-2014 N/A Jun-2016 N/A Jun-2016 ENNG Specific Avg - Transition Pd. #DIV/OI Jun-2017 #DIV/OI Jun-2018						
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#DIV/01 99.73% Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside Post Day N - Review & Set-Aside Post Day N - Review & Set-Aside System Level Company Level						
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Post Day N - Report Post Day N - Review & Set-Aside Estimated Bills Energy North (gas) System Level Company Level N/A 0.90% Apr-2015 Apr-2015 Apr-2015 Apr-2015 Apr-2015 N/A 0.10% Feb-2015 Jan-2015 N/A 0.10% Sep-2014 N/A 0.51% N/A 0.51% N/A 0.23% Cot-2014 N/A 0.13% Sep-2014 N/A 0.15% ENNG Specific Avg - Transition Pd. ENNG Specific Avg - Transition Pd. Bills with exceptions Energy North (gas) System Level Company Level N/A 0.10% N/A 0.10% N/A 0.13% Sep-2014 N/A 0.13% Sep-2014 N/A 0.13% Sep-2014 N/A 0.15% ENNG Specific Avg - Transition Pd. ENNG Specific Avg - Transition Pd. Bills with exceptions Energy North (gas) System Level Company Level (12 mo rolling) (13 mo rolling) (14 mo rolling) (15 mo rolling) (15 mo rolling) (16 mo rolling) (17 mo rolling) (18 mo rolling) (19 mo rolling) (19 mo rolling) (10 mo rolling) (10 mo rolling) (11 mo rolling) (12 mo rolling) (12 mo rolling) (13 mo rolling) (14 mo rolling) (15 mo rolling) (15 mo rolling) (16 mo rolling) (17 mo rolling) (18 mo rolling) (18 mo rolling) (19 mo rolling) (10 mo rolling) (10 mo rolling) (10 mo rolling) (11 mo rolling) (12 mo rolling) (13 mo rolling) (14 mo rolling) (15 mo rolling) (16 mo rolling) (17 mo rolling) (18 mo rolling) (18 mo rolling) (18 mo rolling) (18 mo rolling) (19 mo rolling) (19 mo rolling) (19 mo rolling) (10						
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Settimated Bills Settimated Bills	Post Day N - Report					
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Energy North (gas) System Level Company Level						
May-2015	<u>Estimated Bills</u>					
May-2015						
May-2015		Energy North (ga	<u>s)</u>			
May-2015 Apr-2015 Apr-2015 NI/A Apr-2014 Apr-2014 NI/A Apr-2014 NI/A Apr-2014 Ap						
Mar-2015 N/A 0.10%	May-2015					
Mar-2015 N/A 0.10%	Apr-2015	N/A	0.07%			
Feb-2015 Jan-2015 Jan-2015 Jan-2015 N/A Dec-2014 N/A Dec-2014 N/A Nov-2014 N/A Oct-2014						
Jan-2015 Dec-2014 NIA Dec-2014 NIA Nov-2014 NIA Oct-2014						
Dec-2014 Nov-2014 Nov-2014 NIA Oct-2014 NIA						
Nov-2014						
Oct-2014 Sep-2014 N/A Aug-2014 Aug-2014 Jul-2014 Jul-2014 Jul-2014 Jun-2014 N/A Aug-2014 Aug-						
Sep-2014						
Aug-2014 Jul-2014 Jul-2014 Jul-2014 Jul-2014 Jul-2014 Jul-2014 N/A Jul-2014 Jul-2014 Jul-2014 N/A Jul-2014 N/A Jul-2014 N/A Jul-2014 Jul-2014 Jul-2014 N/A Jul-2014 Jul-2014 Jul-2014 N/A J						
Jul-2014 Jun-2014 Jun-2014 Jun-2014 N/A Jun-						
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% 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 N/A 0.35% Mar-15 N/A 0.85% Feb-15 N/A 0.85% Jan-15 N/A 0.85% Dec-14 N/A 0.86% Nov-14 N/A 0.86% Nov-14 N/A 0.87% Cot-14 N/A 0.87% Aug-2014 N/A 0.37% Sep-2014 N/A 0.57% Aug-2014 N/A 0.57% Aug-2014 N/A 0.62% Jul-2014 Jul-2014 N/A 0.43%						
#DIV/01 0.25% Coals: Free Day N - Report 5.00%						
Soals: Company Compa	3411-2014	IN/A	0.15%			
Soals: Company Compa	ENNG Specific Avg - Transition Pd	#DIV/OI	0.259/			
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Continue						
Substitute		0.75%				
Section Sect						
Energy North (gas) System Level Company Level May-15 Apr-15 N/A Apr-16 Apr-17	Post Day IV - Review & Set-Aside		2.81%	(TSA period + 365 Days)		
Energy North (gas) System Level Company Level May-15 Apr-15 N/A Apr-16 Apr-17						
System Level Company Level	Bills with exceptions					
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 0.88% Oct-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%						
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N = 1 = 1	21					
MARKET CONTRACTOR CONT	Goals:	ORDER OF THE PERSON NAMED IN COLUMN 1				
	Pre Day N - Report					
	Pre Day N - Review & Set-Aside	4.40%				
Post Day N - Report 1.93% (TSA period + 365 Days)	ost Day N = Report		1 93%	(TSA period + 365 Days)		
Post Day N - Review & Set-Aside 2.26% (TSA period + 365 Days)						