

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

Assessed values
Reference values

Billing Accuracy

| Granite State (electric) | |
|---------------------------------|--------------------------------|
| System Level | Company Level |
| Jul-2015 | 99.83% |
| Jun-2015 | 99.66% |
| 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% |
| 12 mo avg | 99.08% |
| 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 |
| Jul-2015 | 3.09% |
| Jun-2015 | 1.00% |
| 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% |
| 12 mo avg | 1.44% |
| 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 |
| Jul-2015 | 0.22% |
| Jun-2015 | 0.46% |
| May-2015 | 0.54% |
| Apr-2015 | 0.48% |
| Mar-2015 | 0.88% |
| Feb-2015 | 1.46% |
| Jan-2015 | 3.11% |
| Dec-2014 | 1.08% |
| Nov-2014 | 0.66% |
| Oct-2014 | 0.99% |
| Sep-2014 | 0.43% |
| Aug-2014 | 0.33% |
| 12 mo avg | 0.89% |
| 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: Bills with exceptions continue to trend downward, with very good performance over the last five months. The 12-month rolling average met the Review & Set-Aside target by 0.08%; however, it continues to be below the Report target by 0.06 %. 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.

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

Assessed values
Reference values

Billing Accuracy

| Energy North (gas) | | |
|------------------------------------|--------------|--------------------------------|
| | System Level | Company Level |
| Jul-2015 | N/A | 99.95% |
| Jun-2015 | N/A | 99.91% |
| 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% |
| ENNG Specific Avg - Transition Pd. | #DIV/0! | 99.76% |
| 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 |
| Jul-2015 | N/A | 0.09% |
| Jun-2015 | N/A | 0.15% |
| 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% |
| 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 |
| Jul-15 | N/A | 0.34% |
| Jun-15 | N/A | 0.78% |
| 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% |
| ENNG Specific Avg - Transition Pd. | #DIV/0! | 0.69% |
| 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) |