

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

Assessed values
Reference values

Billing Accuracy

Granite State (electric)	
System Level	Company Level
Sep-2015	99.58%
Aug-2015	99.72%
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%
12 mo avg	99.11%
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
Sep-2015	0.53%
Aug-2015	0.63%
Jul-2015	0.85%
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%
12 mo avg	1.23%
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
Sep-2015	0.40%
Aug-2015	0.47%
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%
12 mo avg	0.90%
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: The bills with exception performance continues to track with very good performance over the last seven months. The 12-month rolling average met the Review & Set-Aside target by 0.07%; however, it continues to be below the Report target by 0.07%. 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 September 30, 2015

Assessed values
Reference values

Billing Accuracy

	Energy North (gas)	
	System Level	Company Level
Sep-2015	N/A	99.63%
Aug-2015	N/A	99.85%
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%

ENNG Specific Avg - Transition Pd. #DIV/0! 99.72%

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
Sep-2015	N/A	0.10%
Aug-2015	N/A	0.04%
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%

ENNG Specific Avg - Transition Pd. #DIV/0! 0.22%

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
Sep-15	N/A	0.37%
Aug-15	N/A	0.37%
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%

ENNG Specific Avg - Transition Pd. #DIV/0! 0.65%

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)