

**Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending - January 31, 2016**

Assessed values
Reference values

Billing Accuracy

Granite State (Electric)		
	System Level	Company Level
Jan-2016	N/A	99.92%
Dec-2015	N/A	99.98%
Nov-2015	N/A	99.97%
Oct-2015	N/A	99.88%
Sep-2015	N/A	99.58%
Aug-2015	N/A	99.72%
Jul-2015	N/A	99.83%
Jun-2015	N/A	99.66%
May-2015	N/A	99.11%
Apr-2015	N/A	99.25%
Mar-2015	N/A	98.71%
Feb-2015	N/A	98.21%
12 Month Average	N/A	99.48%
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
Jan-2016	N/A	0.26%
Dec-2015	N/A	0.33%
Nov-2015	N/A	0.41%
Oct-2015	N/A	0.51%
Sep-2015	N/A	0.53%
Aug-2015	N/A	0.63%
Jul-2015	N/A	0.85%
Jun-2015	N/A	1.00%
May-2015	N/A	0.87%
Apr-2015	N/A	1.44%
Mar-2015	N/A	1.45%
Feb-2015	N/A	4.46%
12 Month Average	N/A	1.06%
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
Jan-2016	N/A	0.16%
Dec-2015	N/A	0.21%
Nov-2015	N/A	0.12%
Oct-2015	N/A	0.18%
Sep-2015	N/A	0.40%
Aug-2015	N/A	0.47%
Jul-2015	N/A	0.22%
Jun-2015	N/A	0.46%
May-2015	N/A	0.54%
Apr-2015	N/A	0.48%
Mar-2015	N/A	0.88%
Feb-2015	N/A	1.46%
12 Month Average	#DIV/0!	0.47%
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)

**Liberty Utilities (EnergyNorth Natural Gas) Corp.
5069 Customer Bills Metrics Performance
For Month Ending - January 31, 2016**

Assessed values
Reference values

Billing Accuracy

Energy North (Gas)		
	System Level	Company Level
Jan-2016	N/A	99.92%
Dec-2015	N/A	99.65%
Nov-2015	N/A	99.44%
Oct-2015	N/A	99.86%
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%
ENNG Specific Avg - Transition Pd.	#REF!	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
Jan-2016	N/A	0.05%
Dec-2015	N/A	0.06%
Nov-2015	N/A	0.05%
Oct-2015	N/A	0.59%
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%
ENNG Specific Avg - Transition Pd.	#REF!	0.20%
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
Jan-2016	N/A	0.09%
Dec-2015	N/A	0.21%
Nov-2015	N/A	0.30%
Oct-2015	N/A	0.19%
Sep-2015	N/A	0.37%
Aug-2015	N/A	0.37%
Jul-2015	N/A	0.34%
Jun-2015	N/A	0.78%
May-2015	N/A	0.56%
Apr-2015	N/A	0.35%
Mar-2015	N/A	0.88%
Feb-2015	N/A	1.20%
ENNG Specific Avg - Transition Pd.	#REF!	0.47%
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)