

Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending - February 29, 2016

Assessed values
Reference values

Billing Accuracy

Granite State (Electric)		
	System Level	Company Level
Feb-2016	N/A	99.96%
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%
12 Month Average	N/A	99.63%
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
Feb-2016	N/A	0.41%
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%
12 Month Average	N/A	0.72%
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
Feb-2016	N/A	0.09%
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%
12 Month Average	#DIV/0!	0.35%
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 - February 29, 2016

Assessed values
Reference values

Billing Accuracy

Energy North (Gas)			
	System Level	Company Level	
Feb-2016	N/A	99.17%	
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%	
ENNG Specific Avg - Transition Pd.	#REF!	99.67%	
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	
Feb-2016	N/A	0.09%	
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%	
ENNG Specific Avg - Transition Pd.	#REF!	0.19%	
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	
Feb-2016	N/A	0.76%	
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%	
ENNG Specific Avg - Transition Pd.	#REF!	0.43%	
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)