



Stephen R. Hall
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April 20, 2017

Via Electronic and US Mail

Debra A. Howland
Executive Director
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, NH 03301

NHPUC 21APR'17AM8:21

**Re: DG 11-040 Liberty Utilities (Granite State Electric) Corp. and Liberty Utilities
(EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities
Customer Service Metrics – March 2017**

Dear Ms. Howland:

On behalf of Liberty Utilities, this monthly report is provided pursuant to Attachment N, Section II of the Settlement Agreement in Docket No. DG 11-040 approved by Order No. 25,370.

Thank you for your assistance with this matter. Please do not hesitate to call if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Stephen R. Hall".

Stephen R. Hall

Enclosure

cc: Service List
OCA Litigation
Kerri-Lyn Gilpatric

5068/5069

**Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending - March, 31, 2017**

Assessed values
Reference values

Billing Accuracy

	Granite State (Electric)	
	System Level	Company Level
Mar-2017	N/A	99.88%
Feb-2017	N/A	99.88%
Jan-2017	N/A	99.79%
Dec-2016	N/A	99.84%
Nov-2016	N/A	99.88%
Oct-2016	N/A	99.87%
Sep-2016	N/A	99.84%
Aug-2016	N/A	99.38%
Jul-2016	N/A	99.90%
Jun-2016	N/A	99.90%
May-2016	N/A	99.83%
Apr-2016	N/A	99.94%

12 Month Average	N/A	99.83%
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Goals:

<i>Pre Day N - Report</i>	99.00%	(12 mo rolling)
<i>Pre Day N - Review & Set-Aside</i>	98.00%	(12 mo rolling)
<i>Post Day N - Report</i>	99.00%	(TSA period + 365 Days)
<i>Post Day N - Review & Set-Aside</i>	96.00%	(TSA period + 365 Days)

Estimated Bills

	Granite State (Electric)	
	System Level	Company Level
Mar-2017	N/A	0.44%
Feb-2017	N/A	0.41%
Jan-2017	N/A	0.48%
Dec-2016	N/A	0.47%
Nov-2016	N/A	0.39%
Oct-2016	N/A	0.41%
Sep-2016	N/A	0.27%
Aug-2016	N/A	0.33%
Jul-2016	N/A	0.45%
Jun-2016	N/A	0.47%
May-2016	N/A	0.24%
Apr-2016	N/A	0.32%

12 Month Average	N/A	0.39%
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Goals:

<i>Pre Day N - Report</i>	1.30%	(12 mo rolling)
<i>Pre Day N - Review & Set-Aside</i>	1.80%	(12 mo rolling)
<i>Post Day N - Report</i>	1.50%	(TSA period + 365 Days)
<i>Post Day N - Review & Set-Aside</i>	2.00%	(TSA period + 365 Days)

Bills with Exceptions

	Granite State (Electric)	
	System Level	Company Level
Mar-2017	N/A	0.05%
Feb-2017	N/A	0.03%
Jan-2017	N/A	0.10%
Dec-2016	N/A	0.06%
Nov-2016	N/A	0.05%
Oct-2016	N/A	0.07%
Sep-2016	N/A	0.08%
Aug-2016	N/A	0.08%
Jul-2016	N/A	0.11%
Jun-2016	N/A	0.08%
May-2016	N/A	0.04%
Apr-2016	N/A	0.05%

12 Month Average	N/A	0.07%
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Goals:

<i>Pre Day N - Report</i>	0.80%	(12 mo rolling)
<i>Pre Day N - Review & Set-Aside</i>	1.00%	(12 mo rolling)
<i>Post Day N - Report</i>	0.83%	(TSA period + 365 Days)
<i>Post Day N - Review & Set-Aside</i>	0.97%	(TSA period + 365 Days)

**Liberty Utilities (EnergyNorth Natural Gas) Corp.
5069 Customer Bills Metrics Performance
For Month Ending - March 31, 2017**

Assessed values
Reference values

Billing Accuracy

	Energy North (Gas)	
	System Level	Company Level
Mar-2017	N/A	99.89%
Feb-2017	N/A	99.91%
Jan-2017	N/A	99.82%
Dec-2016	N/A	99.63%
Nov-2016	N/A	99.82%
Oct-2016	N/A	99.77%
Sep-2016	N/A	99.82%
Aug-2016	N/A	99.91%
Jul-2016	N/A	99.87%
Jun-2016	N/A	99.87%
May-2016	N/A	99.91%
Apr-2016	N/A	99.93%

ENNG Specific Avg - Transition Pd.	N/A	99.85%
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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
Mar-2017	N/A	0.32%
Feb-2017	N/A	0.19%
Jan-2017	N/A	0.15%
Dec-2016	N/A	0.21%
Nov-2016	N/A	0.22%
Oct-2016	N/A	0.20%
Sep-2016	N/A	0.19%
Aug-2016	N/A	0.18%
Jul-2016	N/A	0.13%
Jun-2016	N/A	0.13%
May-2016	N/A	0.18%
Apr-2016	N/A	0.20%

ENNG Specific Avg - Transition Pd.	N/A	0.19%
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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
Mar-2017	N/A	0.06%
Feb-2017	N/A	0.04%
Jan-2017	N/A	0.07%
Dec-2016	N/A	0.10%
Nov-2016	N/A	0.14%
Oct-2016	N/A	0.16%
Sep-2016	N/A	0.25%
Aug-2016	N/A	0.13%
Jul-2016	N/A	0.11%
Jun-2016	N/A	0.14%
May-2016	N/A	0.08%
Apr-2016	N/A	0.09%

ENNG Specific Avg - Transition Pd.	N/A	0.11%
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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)

Note: The January results for 'Bills with Exceptions' was revised from 0.04% to 0.07%