

**Granite State Electric**  
 5068 Customer Bills Metrics Performance  
 For Month Ending May 31, 2013

Assessed values  
 Reference values

**Billing Accuracy**

	Granite State (electric)	
	System Level	Company Level
May-2013		99.42%
Apr-2013		99.60%
Mar-2013		99.65%
Feb-2013		99.69%
Jan-2013		99.64%
Dec-2012		99.69%
Nov-2012		99.69%
Oct-2012		99.50%
Sep-2012		99.42%
Aug-2012		99.59%
Jul-2012		99.44%
Jun-2012		99.48%
12 mo avg		99.57%
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% (12 mo rolling)
Post Day N - Review & Set-Aside		96.00% (12 mo rolling)

**Estimated Bills**

	Granite State (electric)	
	System Level	Company Level
May-2013		1.20%
Apr-2013		1.26%
Mar-2013		1.19%
Feb-2013		1.51%
Jan-2013		1.27%
Dec-2012		1.10%
Nov-2012		1.40%
Oct-2012		1.05%
Sep-2012		1.32%
Aug-2012		1.46%
Jul-2012		1.95%
Jun-2012		1.48%
12 mo avg		1.35%
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% (12 mo rolling)
Post Day N - Review & Set-Aside		2.00% (12 mo rolling)

**Bills with exceptions**

	Granite State (electric)	
	System Level	Company Level
May-2013	0.83%	0.65%
Apr-2013	0.79%	0.58%
Mar-2013	0.79%	0.53%
Feb-2013	0.75%	0.63%
Jan-2013	0.87%	0.77%
Dec-2012	0.91%	0.92%
Nov-2012	0.77%	0.68%
Oct-2012	0.90%	0.62%
Sep-2012	0.76%	0.57%
Aug-2012	0.88%	0.73%
Jul-2012	0.85%	0.85%
Jun-2012	0.90%	0.90%
12 mo avg	0.83%	0.70%
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		Average + 20% (TSA period)
Post Day N - Review & Set-Aside		Average + 40% (TSA period)

**Energy North Natural Gas**  
 5069 Customer Bills Metrics Performance  
 For Month Ending May 31, 2013

Assessed values  
 Reference values

**Billing Accuracy**

	Energy North (gas)	
	System Level	Company Level
May-2013	99.02%	99.29%
Apr-2013	99.06%	99.56%
Mar-2013	99.12%	99.63%
Feb-2013	99.18%	99.75%
Jan-2013	99.24%	99.60%
Dec-2012	99.30%	99.61%
Nov-2012	99.46%	99.45%
Oct-2012	99.20%	99.55%
Sep-2012	99.07%	99.62%
Aug-2012	99.16%	99.68%
Jul-2012	99.01%	99.40%
Jun-2012	98.90%	99.39%
12 mo avg	99.14%	99.54%
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		Average - 1.0% (TSA period)
Post Day N - Review & Set-Aside		Average - 5.0% (TSA period)

**Estimated Bills**

	Energy North (gas)	
	System Level	Company Level
May-2013	3.78%	1.91%
Apr-2013	4.55%	1.69%
Mar-2013	3.18%	1.73%
Feb-2013	3.04%	1.55%
Jan-2013	5.01%	4.06%
Dec-2012	2.94%	2.08%
Nov-2012	12.46%	1.86%
Oct-2012	4.92%	1.90%
Sep-2012	3.67%	1.89%
Aug-2012	4.21%	1.56%
Jul-2012	3.40%	1.74%
Jun-2012	4.53%	1.76%
12 mo avg	4.64%	1.98%
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		Average + 20% (TSA period)
Post Day N - Review & Set-Aside		Average + 40% (TSA period)

**Bills with exceptions**

	Energy North (gas)	
	System Level	Company Level
May-2013	3.29%	1.60%
Apr-2013	2.76%	1.04%
Mar-2013	3.05%	1.10%
Feb-2013	5.63%	1.06%
Jan-2013	2.95%	1.35%
Dec-2012	3.12%	1.69%
Nov-2012	2.54%	1.65%
Oct-2012	2.98%	1.44%
Sep-2012	3.10%	1.77%
Aug-2012	3.19%	1.97%
Jul-2012	3.04%	1.60%
Jun-2012	3.57%	1.60%
12 mo avg	3.27%	1.49%
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		Average + 20% (TSA period)
Post Day N - Review & Set-Aside		Average + 40% (TSA period)