

Granite State Electric
 5068 Customer Bills Metrics Performance
 For Month Ending September 30, 2013

Assessed values
 Reference values

Billing Accuracy

	Granite State (electric)	
	System Level	Company Level
Sep-2013		99.52%
Aug-2013		99.53%
Jul-2013		99.48%
Jun-2013		99.47%
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%
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
Sep-2013		1.70%
Aug-2013		1.80%
Jul-2013		2.17%
Jun-2013		1.64%
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%
12 mo avg		1.44%
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
Sep-2013	0.77%	0.53%
Aug-2013	0.87%	0.71%
Jul-2013	0.99%	0.85%
Jun-2013	0.89%	0.78%
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%
12 mo avg	0.84%	0.69%
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 September 30, 2013

Assessed values
 Reference values

Billing Accuracy

Energy North (gas)		
	System Level	Company Level
Sep-2013	99.16%	N/A
Aug-2013	99.11%	99.59%
Jul-2013	99.12%	99.53%
Jun-2013	99.03%	99.37%
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%
12 mo avg	99.17%	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
Sep-2013	3.92%	N/A
Aug-2013	3.21%	2.05%
Jul-2013	3.59%	2.11%
Jun-2013	3.46%	1.99%
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%
12 mo avg	4.51%	2.08%
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
Sep-2013	3.12%	N/A
Aug-2013	3.47%	2.42%
Jul-2013	3.17%	2.01%
Jun-2013	3.56%	1.87%
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%
12 mo avg	3.30%	1.57%
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)