

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

Assessed values
 Reference values

Billing Accuracy

| | | Granite State (electric) | |
|---------------|---------------------------------|--------------------------|------------------------|
| | | System Level | Company Level |
| | Oct-2013 | | 99.53% |
| | 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% |
| 12 mo avg | | | 99.58% |
| 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 |
| | Oct-2013 | | 1.43% |
| | 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% |
| 12 mo avg | | | 1.47% |
| 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 |
| | Oct-2013 | 0.91% | 0.69% |
| | 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% |
| 12 mo avg | | 0.85% | 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) |