

Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending May 31, 2014

Assessed values
Reference values

Billing Accuracy

		<u>Granite State (electric)</u>	
		<u>System Level</u>	<u>Company Level</u>
May-2014			99.50%
Apr-2014			99.53%
Mar-2014			99.72%
Feb-2014			99.66%
Jan-2014			99.72%
Dec-2013			99.67%
Nov-2013			99.58%
Oct-2013			99.53%
Sep-2013			99.52%
Aug-2013			99.53%
Jul-2013			99.48%
Jun-2013			99.47%
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

		<u>Granite State (electric)</u>	
		<u>System Level</u>	<u>Company Level</u>
May-2014			0.90%
Apr-2014			1.07%
Mar-2014			1.29%
Feb-2014			1.46%
Jan-2014			1.27%
Dec-2013			1.30%
Nov-2013			1.23%
Oct-2013			1.43%
Sep-2013			1.70%
Aug-2013			1.80%
Jul-2013			2.17%
Jun-2013			1.64%
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

		<u>Granite State (electric)</u>	
		<u>System Level</u>	<u>Company Level</u>
May-2014		1.53%	0.50%
Apr-2014		1.51%	0.57%
Mar-2014		1.68%	0.58%
Feb-2014		1.65%	0.66%
Jan-2014		1.02%	0.87%
Dec-2013		1.68%	0.90%
Nov-2013		0.84%	0.74%
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%
12 mo avg		1.20%	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)

Liberty Utilities (EnergyNorth Natural Gas) Corp.
5069 Customer Bills Metrics Performance
For Month Ending May 31, 2014

Assessed values

Reference values

Billing Accuracy

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
May-2014		N/A	99.40%
Apr-2014		N/A	99.67%
Mar-2014		99.11%	99.66%
Feb-2014		99.21%	99.28%
Jan-2014		99.16%	98.78%
Dec-2013		99.33%	99.47%
Nov-2013		99.23%	99.75%
Oct-2013		99.20%	99.54%
Sep-2013		99.16%	98.86%
Aug-2013		99.11%	99.59%
Jul-2013		99.12%	99.53%
Jun-2013		99.03%	99.37%
12 mo avg		99.17%	99.41%
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

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Mar-2014		N/A	0.07%
Apr-2014		N/A	0.14%
Mar-2014		3.06%	0.10%
Feb-2014		2.26%	0.17%
Jan-2014		3.51%	0.13%
Dec-2013		2.72%	0.20%
Nov-2013		2.06%	0.13%
Oct-2013		3.92%	0.33%
Sep-2013		3.92%	0.26%
Aug-2013		3.21%	2.05%
Jul-2013		3.59%	2.11%
Jun-2013		3.46%	1.99%
12 mo avg		3.17%	0.64%
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

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Mar-2014		N/A	0.47%
Apr-2014		N/A	0.31%
Mar-2014		2.58%	0.51%
Feb-2014		2.56%	0.76%
Jan-2014		2.53%	0.57%
Dec-2013		2.62%	1.17%
Nov-2013		3.24%	0.85%
Oct-2013		2.67%	0.46%
Sep-2013		3.12%	1.43%
Aug-2013		3.47%	2.42%
Jul-2013		3.17%	2.01%
Jun-2013		3.56%	1.87%
12 mo avg		2.95%	1.07%
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)	