

**Liberty Utilities (Granite State Electric) Corp.**  
 5068 Customer Bills Metrics Performance  
 For Month Ending November 30, 2015

Assessed values  
 Reference values

**Billing Accuracy**

		Granite State (electric)	
		System Level	Company Level
Nov-2015			99.97%
Oct-2015			99.88%
Sep-2015			99.58%
Aug-2015			99.72%
Jul-2015			99.83%
Jun-2015			99.66%
May-2015			99.11%
Apr-2015			99.25%
Mar-2015			98.71%
Feb-2015			98.21%
Jan-2015			99.04%
Dec-2014			98.47%
12 mo avg			99.29%
<b>Goals:</b>			
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%	(TSA period + 365 Days)
Post Day N - Review & Set-Aside		96.00%	(TSA period + 365 Days)

**Estimated Bills**

		Granite State (electric)	
		System Level	Company Level
Nov-2015			0.41%
Oct-2015			0.51%
Sep-2015			0.53%
Aug-2015			0.63%
Jul-2015			0.85%
Jun-2015			1.00%
May-2015			0.87%
Apr-2015			1.44%
Mar-2015			1.45%
Feb-2015			4.46%
Jan-2015			1.43%
Dec-2014			1.07%
12 mo avg			1.22%
<b>Goals:</b>			
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%	(TSA period + 365 Days)
Post Day N - Review & Set-Aside		2.00%	(TSA period + 365 Days)

**Bills with exceptions**

		Granite State (electric)	
		System Level	Company Level
Nov-2015		N/A	0.12%
Oct-2015		N/A	0.18%
Sep-2015		N/A	0.40%
Aug-2015		N/A	0.47%
Jul-2015		N/A	0.22%
Jun-2015		N/A	0.46%
May-2015		N/A	0.54%
Apr-2015		N/A	0.48%
Mar-2015		N/A	0.88%
Feb-2015		N/A	1.46%
Jan-2015		N/A	3.11%
Dec-2014		N/A	1.08%
12 mo avg		#DIV/0!	0.78%
<b>Goals:</b>			
Pre Day N - Report	0.80%		(12 mo rolling)
Pre Day N - Review & Set-Aside	1.00%		(12 mo rolling)
Post Day N - Report		0.83%	(TSA period + 365 Days)
Post Day N - Review & Set-Aside		0.97%	(TSA period + 365 Days)

**Liberty Utilities (EnergyNorth Natural Gas) Corp.**  
 5069 Customer Bills Metrics Performance  
 For Month Ending November 30, 2015

Assessed values  
 Reference values

**Billing Accuracy**

	Energy North (gas)	
	System Level	Company Level
Nov-2015	N/A	99.44%
Oct-2015	N/A	99.86%
Sep-2015	N/A	99.63%
Aug-2015	N/A	99.85%
Jul-2015	N/A	99.95%
Jun-2015	N/A	99.91%
May-2015	N/A	99.83%
Apr-2015	N/A	99.88%
Mar-2015	N/A	98.96%
Feb-2015	N/A	99.78%
Jan-2015	N/A	99.05%
Dec-2014	N/A	99.94%

ENNG Specific Avg - Transition Pd. #REF! 99.67%

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
Nov-2015	N/A	0.05%
Oct-2015	N/A	0.59%
Sep-2015	N/A	0.10%
Aug-2015	N/A	0.04%
Jul-2015	N/A	0.09%
Jun-2015	N/A	0.15%
May-2015	N/A	0.90%
Apr-2015	N/A	0.07%
Mar-2015	N/A	0.10%
Feb-2015	N/A	0.19%
Jan-2015	N/A	0.17%
Dec-2014	N/A	0.51%

ENNG Specific Avg - Transition Pd. #REF! 0.25%

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
Nov-15	N/A	0.30%
Oct-15	N/A	0.19%
Sep-15	N/A	0.37%
Aug-15	N/A	0.37%
Jul-15	N/A	0.34%
Jun-15	N/A	0.78%
May-15	N/A	0.56%
Apr-15	N/A	0.35%
Mar-15	N/A	0.88%
Feb-15	N/A	1.20%
Jan-15	N/A	0.87%
Dec-14	N/A	0.86%

ENNG Specific Avg - Transition Pd. #REF! 0.59%

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)