

Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending - August 31, 2016

Assessed values
Reference values

Billing Accuracy

Granite State (Electric)		
	System Level	Company Level
Aug-2016	N/A	99.38%
Jul-2016	N/A	99.90%
Jun-2016	N/A	99.90%
May-2016	N/A	99.83%
Apr-2016	N/A	99.94%
Mar-2016	N/A	99.97%
Feb-2016	N/A	99.96%
Jan-2016	N/A	99.92%
Dec-2015	N/A	99.98%
Nov-2015	N/A	99.97%
Oct-2015	N/A	99.88%
Sep-2015	N/A	99.58%
12 Month Average	N/A	99.85%
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%	(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
Aug-2016	N/A	0.33%
Jul-2016	N/A	0.45%
Jun-2016	N/A	0.47%
May-2016	N/A	0.24%
Apr-2016	N/A	0.32%
Mar-2016	N/A	0.35%
Feb-2016	N/A	0.41%
Jan-2016	N/A	0.26%
Dec-2015	N/A	0.33%
Nov-2015	N/A	0.41%
Oct-2015	N/A	0.51%
Sep-2015	N/A	0.53%
12 Month Average	N/A	0.38%
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%	(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
Aug-2016	N/A	0.08%
Jul-2016	N/A	0.11%
Jun-2016	N/A	0.08%
May-2016	N/A	0.04%
Apr-2016	N/A	0.05%
Mar-2016	N/A	0.15%
Feb-2016	N/A	0.09%
Jan-2016	N/A	0.16%
Dec-2015	N/A	0.21%
Nov-2015	N/A	0.12%
Oct-2015	N/A	0.18%
Sep-2015	N/A	0.40%
12 Month Average	N/A	0.14%
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	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 - August 31, 2016**

Assessed values
Reference values

Billing Accuracy

Energy North (Gas)			
	System Level	Company Level	
Aug-2016	N/A	99.91%	
Jul-2016	N/A	99.87%	
Jun-2016	N/A	99.87%	
May-2016	N/A	99.91%	
Apr-2016	N/A	99.93%	
Mar-2016	N/A	99.87%	
Feb-2016	N/A	99.17%	
Jan-2016	N/A	99.92%	
Dec-2015	N/A	99.65%	
Nov-2015	N/A	99.44%	
Oct-2015	N/A	99.86%	
Sep-2015	N/A	99.63%	
ENNG Specific Avg - Transition Pd.	N/A	99.75%	
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	
Aug-2016	N/A	0.18%	
Jul-2016	N/A	0.13%	
Jun-2016	N/A	0.13%	
May-2016	N/A	0.18%	
Apr-2016	N/A	0.20%	
Mar-2016	N/A	0.10%	
Feb-2016	N/A	0.09%	
Jan-2016	N/A	0.05%	
Dec-2015	N/A	0.06%	
Nov-2015	N/A	0.05%	
Oct-2015	N/A	0.59%	
Sep-2015	N/A	0.10%	
ENNG Specific Avg - Transition Pd.	N/A	0.16%	
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	
Aug-2016	N/A	0.13%	
Jul-2016	N/A	0.11%	
Jun-2016	N/A	0.14%	
May-2016	N/A	0.08%	
Apr-2016	N/A	0.09%	
Mar-2016	N/A	0.07%	
Feb-2016	N/A	0.76%	
Jan-2016	N/A	0.09%	
Dec-2015	N/A	0.21%	
Nov-2015	N/A	0.30%	
Oct-2015	N/A	0.19%	
Sep-2015	N/A	0.37%	
ENNG Specific Avg - Transition Pd.	N/A	0.21%	
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)