

Liberty Utilities (Granite State Electric) Corp.
 5068 Customer Bills Metrics Performance
 For Month Ending - January 31, 2017

Assessed values
Reference values

Billing Accuracy

Granite State (Electric)		
	System Level	Company Level
Jan-2017	N/A	99.79%
Dec-2016	N/A	99.84%
Nov-2016	N/A	99.88%
Oct-2016	N/A	99.87%
Sep-2016	N/A	99.84%
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%
12 Month Average	N/A	99.84%
Goals:		
<i>Pre Day N - Report</i>	99.00%	(12 mo rolling)
<i>Pre Day N - Review & Set-Aside</i>	98.00%	(12 mo rolling)
<i>Post Day N - Report</i>	99.00%	(TSA period + 365 Days)
<i>Post Day N - Review & Set-Aside</i>	96.00%	(TSA period + 365 Days)

Estimated Bills

Granite State (Electric)		
	System Level	Company Level
Jan-2017	N/A	0.48%
Dec-2016	N/A	0.47%
Nov-2016	N/A	0.39%
Oct-2016	N/A	0.41%
Sep-2016	N/A	0.27%
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%
12 Month Average	N/A	0.38%
Goals:		
<i>Pre Day N - Report</i>	1.30%	(12 mo rolling)
<i>Pre Day N - Review & Set-Aside</i>	1.80%	(12 mo rolling)
<i>Post Day N - Report</i>	1.50%	(TSA period + 365 Days)
<i>Post Day N - Review & Set-Aside</i>	2.00%	(TSA period + 365 Days)

Bills with Exceptions

Granite State (Electric)		
	System Level	Company Level
Jan-2017	N/A	0.10%
Dec-2016	N/A	0.06%
Nov-2016	N/A	0.05%
Oct-2016	N/A	0.07%
Sep-2016	N/A	0.08%
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%
12 Month Average	N/A	0.08%
Goals:		
<i>Pre Day N - Report</i>	0.80%	(12 mo rolling)
<i>Pre Day N - Review & Set-Aside</i>	1.00%	(12 mo rolling)
<i>Post Day N - Report</i>	0.83%	(TSA period + 365 Days)
<i>Post Day N - Review & Set-Aside</i>	0.97%	(TSA period + 365 Days)

**Liberty Utilities (EnergyNorth Natural Gas) Corp.
5069 Customer Bills Metrics Performance
For Month Ending - January 31, 2017**

Assessed values
Reference values

Billing Accuracy

	Energy North (Gas)	
	System Level	Company Level
Jan-2017	N/A	99.82%
Dec-2016	N/A	99.63%
Nov-2016	N/A	99.82%
Oct-2016	N/A	99.77%
Sep-2016	N/A	99.82%
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%

ENNG Specific Avg - Transition Pd.	N/A	99.78%
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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
Jan-2017	N/A	0.15%
Dec-2016	N/A	0.21%
Nov-2016	N/A	0.22%
Oct-2016	N/A	0.20%
Sep-2016	N/A	0.19%
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%

ENNG Specific Avg - Transition Pd.	N/A	0.17%
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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
Jan-2017	N/A	0.04%
Dec-2016	N/A	0.10%
Nov-2016	N/A	0.14%
Oct-2016	N/A	0.16%
Sep-2016	N/A	0.25%
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%

ENNG Specific Avg - Transition Pd.	N/A	0.17%
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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)