## Assessed values Reference values

Billing Accuracy			
	Granite State (ele	ectric)	
	System Level	Company Level	
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%	
May-2013		99.42%	
			<b>i</b>
12 mo avg		99.57%	
Goals:			
Pre Day N - Report		99.00%	(12 mo rolling)
Pre Day N - Review & Set-Aside			(12 mo rolling)
Post Day N - Report			(12 mo rolling)
Post Day N - Review & Set-Aside			(12 mo rolling)

Estimated Bills		
	Granite State (ele	ectric)
	System Level	Company Level
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%
May-2013		1.20%
12 mo avg		1.46%
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			
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%			
May-2013	0.83%	0.65%			
12 mo avg	1.14%	0.71%			
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%			
Post Day N - Review & Set-Aside		Average + 40%	(TSA period)		

## Assessed values Reference values

Billing Accuracy			
	Energy North (ga		
	System Level	Company Level	
Apr-2014	NA <sup>1</sup>	99.67%	
Mar-2014	99.11%	99.66%	
Feb-2014 Jan-2014	99.21% 99.16%	99.28% 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 Jul-2013	99.11% 99.12%	99.59%	
Jun-2013 Jun-2013	99.12%	99.53% 99.37%	
May-2013	99.02%	99.29%	
12 mo avg	99.09%	99.37%	
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			
Estillated Bills			
	Energy North (ga	<u>s)</u>	
	System Level	Company Level	
Apr-2014	NA <sup>1</sup>	0.14%	
Mar-2014	3.06%	0.10%	
Feb-2014	2.26%	0.17%	
Jan-2014	3.51%	0.13%	
Dec-2013 Nov-2013	2.72% 2.06%	0.20% 0.13%	
Oct-2013	3.92%	0.13%	
Sep-2013	3.92%	0.26%	
Aug-2013	3.21%	2.05%	
Jul-2013	3.59%	2.11%	
Jun-2013	3.46%	1.99%	
Jun-2013	3.46%	1.99%	
Jun-2013 May-2013 12 mo avg	3.46% 3.78%	1.99% 1.91%	I
Jun-2013 May-2013 12 mo avg Goals:	3.46% 3.78% 3.59%	1.99% 1.91%	(40
Jun-2013 May-2013 12 mo avg Goals: Pre Day N - Report	3.46% 3.78% 3.59%	1.99% 1.91%	(12 mo rolling)
Jun-2013 May-2013  12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside	3.46% 3.78% 3.59%	1.99% 1.91% 0.85%	(12 mo rolling)
Jun-2013 May-2013 12 mo avg Goals: Pre Day N - Report	3.46% 3.78% 3.59%	1.99% 1.91%	
Jun-2013 May-2013  12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report	3.46% 3.78% 3.59%	1.99% 1.91% 0.85% Average + 20%	(12 mo rolling) (TSA period)
Jun-2013 May-2013  12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report	3.46% 3.78% 3.59%	1.99% 1.91% 0.85% Average + 20%	(12 mo rolling) (TSA period)
Jun-2013 May-2013  12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside	3.46% 3.78% 3.59% 5.00% 6.75%	1.99% 1.91% 0.85% Average + 20% Average + 40%	(12 mo rolling) (TSA period)
Jun-2013 May-2013  12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside	3.46% 3.78% 3.59% 5.00% 6.75%	1.99% 1.91% 0.85% Average + 20% Average + 40%	(12 mo rolling) (TSA period)
Jun-2013 May-2013  12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside  Bills with exceptions	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (ga System Level	1.99% 1.91% 0.85% Average + 20% Average + 40% Sl Company Level	(12 mo rolling) (TSA period)
Jun-2013 May-2013  12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (qa System Level NA <sup>1</sup>	1.99% 1.91% 0.85% Average + 20% Average + 40% Sil Company Level 0.31%	(12 mo rolling) (TSA period)
Jun-2013 May-2013  12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (ga System Level	1.99% 1.91% 0.85% Average + 20% Average + 40% Sl Company Level	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2014 Jan-2014	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (qa System Level NA <sup>1</sup> 2.58% 2.56% 2.56% 2.53%	1.99% 1.91% 0.85%  Average + 20% Average + 40%  S) Company Level 0.31% 0.51% 0.76% 0.57%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2014 Jan-2014 Dec-2013	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (ga System Level NA <sup>1</sup> 2.58% 2.56% 2.53% 2.62%	1.99% 1.91% 0.85% Average + 20% Average + 40% S) Company Level 0.31% 0.51% 0.76% 0.57% 1.17%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2014 Jan-2014 Dec-2013 Nov-2013	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (qa System Level NA <sup>1</sup> 2.58% 2.56% 2.53% 2.62% 3.24%	1.99% 1.91% 0.85% Average + 20% Average + 40% SI Company Level 0.31% 0.51% 0.76% 0.57% 1.17% 0.85%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2014 Jan-2014 Dec-2013 Nov-2013 Oct-2013	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (ga System Level NA <sup>1</sup> 2.58% 2.56% 2.53% 2.62% 3.24% 2.67%	1.99% 1.91% 0.85% Average + 20% Average + 40% SI Company Level 0.31% 0.51% 0.51% 0.57% 1.17% 0.85% 0.46%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2014 Jan-2014 Dec-2013 Nov-2013 Oct-2013 Sep-2013	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (qa System Level NA <sup>1</sup> 2.58% 2.56% 2.53% 2.62% 3.24% 2.67% 3.12%	1.99% 1.91% 0.85% Average + 20% Average + 40% Company Level 0.31% 0.51% 0.76% 0.57% 1.17% 0.85% 0.46% 1.43%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2014 Jan-2014 Dec-2013 Nov-2013 Oct-2013	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (ga System Level NA <sup>1</sup> 2.58% 2.56% 2.53% 2.62% 3.24% 2.67%	1.99% 1.91% 0.85% Average + 20% Average + 40% SI Company Level 0.31% 0.51% 0.51% 0.57% 1.17% 0.85% 0.46%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2013 Joct-2013 Oct-2013 Sep-2013 Aug-2014	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (ga System Level NA <sup>1</sup> 2.58% 2.56% 2.56% 2.53% 2.62% 3.24% 2.67% 3.12% 3.47%	1.99% 1.91% 0.85% Average + 20% Average + 40% Si) Company Level 0.31% 0.51% 0.76% 0.57% 1.17% 0.85% 0.46% 1.43% 2.42%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Peb-2014 Jan-2014 Dec-2013 Nov-2013 Sep-2013 Aug-2013 Jul-2013	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (ga System Level NA <sup>1</sup> 2.58% 2.58% 2.58% 2.62% 3.24% 2.67% 3.12% 3.47% 3.17%	1.99% 1.91% 0.85% Average + 20% Average + 40% Sil Company Level 0.31% 0.51% 0.51% 0.57% 1.17% 0.85% 0.46% 1.43% 2.42% 2.01%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2014 Jan-2014 Dec-2013 Sep-2013 Aug-2013 Jul-2013 Jun-2013 May-2013 May-2013	3.46% 3.78% 3.59% 5.00% 6.75% 5.00% 6.75% Energy North (ga System Level NA <sup>1</sup> 2.58% 2.58% 2.58% 2.58% 2.62% 3.24% 3.47% 3.17% 3.56% 3.29%	1.99% 1.91%  0.85%  Average + 20% Average + 40%  Company Level 0.31% 0.51% 0.76% 0.57% 1.17% 0.85% 0.46% 1.43% 2.42% 2.01% 1.87% 1.60%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Peb-2014 Jan-2014 Dec-2013 Nov-2013 Ct-2013 Sep-2013 Aug-2013 Jul-2013 Jun-2014	3.46% 3.78% 3.59% 5.00% 6.75% Energy North (qa System Level NA <sup>1</sup> 2.58% 2.56% 2.53% 2.62% 3.24% 2.67% 3.12% 3.17% 3.17% 3.15%	1.99% 1.91% 0.85% Average + 20% Average + 40% Company Level 0.31% 0.51% 0.76% 0.57% 1.17% 0.85% 0.46% 1.43% 2.42% 2.01% 1.87%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2014 Jan-2014 Dec-2013 Sep-2013 Aug-2013 Jul-2013 Jun-2013 May-2013 May-2013	3.46% 3.78% 3.59% 5.00% 6.75% 5.00% 6.75% Energy North (ga System Level NA <sup>1</sup> 2.58% 2.58% 2.58% 2.58% 2.62% 3.24% 3.47% 3.17% 3.56% 3.29%	1.99% 1.91%  0.85%  Average + 20% Average + 40%  Company Level 0.31% 0.51% 0.76% 0.57% 1.17% 0.85% 0.46% 1.43% 2.42% 2.01% 1.87% 1.60%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2014 Jan-2014 Dec-2013 Nov-2013 Oct-2013 Sep-2013 Aug-2013 Jun-2013 Jun-2013 Jun-2013 May-2013	3.46% 3.78% 5.00% 6.75% 5.00% 6.75% Energy North (ga System Level NA <sup>1</sup> 2.58% 2.56% 2.56% 2.56% 3.24% 3.47% 3.17% 3.17% 3.56% 3.29%	1.99% 1.91%  0.85%  Average + 20% Average + 40%  Company Level 0.31% 0.51% 0.76% 0.57% 1.17% 0.85% 0.46% 1.43% 2.42% 2.01% 1.87% 1.60%	(12 mo rolling) (TSA period)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2014 Jan-2014 Dec-2013 Nov-2013 Oct-2013 Sep-2013 Aug-2013 Jul-2013 Jun-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside	3.46% 3.78% 3.59% 5.00% 6.75% 5.00% 6.75% Energy North (ga System Level NA <sup>1</sup> 2.58% 2.56% 2.53% 2.62% 3.24% 2.67% 3.17% 3.17% 3.56% 3.29%	1.99% 1.91%  0.85%  Average + 20% Average + 40%  Company Level 0.31% 0.51% 0.76% 0.57% 1.17% 0.85% 0.46% 1.43% 2.42% 2.01% 1.87% 1.60%	(12 mo rolling) (TSA period) (TSA period) (TSA period) (TSA period) (12 mo rolling) (12 mo rolling)
Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside Post Day N - Review & Set-Aside  Bills with exceptions  Apr-2014 Mar-2014 Feb-2014 Jan-2014 Dec-2013 Nov-2013 Sep-2013 Jul-2013 Jul-2013 Jun-2013 Jun-2013 May-2013 12 mo avg  Goals: Pre Day N - Report	3.46% 3.78% 5.00% 6.75% 5.00% 6.75% Energy North (ga System Level NA <sup>1</sup> 2.58% 2.56% 2.56% 2.56% 3.24% 3.47% 3.17% 3.17% 3.56% 3.29%	1.99% 1.91%  0.85%  Average + 20% Average + 40%  Company Level 0.31% 0.51% 0.76% 0.57% 1.17% 0.85% 0.46% 1.43% 2.42% 2.01% 1.87% 1.60%	(12 mo rolling) (TSA period) (TSA period) (TSA period) (TSA period)

 $<sup>^1</sup>$ The System level data for April has not been received yet from National Grid. We will provide an updated report next week when the data is received