

Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending April 30, 2014

Assessed values
Reference values

Billing Accuracy

		<u>Granite State (electric)</u>	
		<u>System Level</u>	<u>Company Level</u>
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%
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>
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

		<u>Granite State (electric)</u>	
		<u>System Level</u>	<u>Company Level</u>
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% (TSA period)
Post Day N - Review & Set-Aside			Average + 40% (TSA period)

Liberty Utilities (EnergyNorth Natural Gas) Corp.
5069 Customer Bill Metrics Performance
For Month Ending April 30, 2014

Assessed values
Reference values

Billing Accuracy

Energy North (gas)			
	System Level	Company Level	
Apr-2014	NA ¹	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%	
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

Energy North (gas)			
	System Level	Company Level	
Apr-2014	NA ¹	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%	
May-2013	3.78%	1.91%	
12 mo avg	3.59%	0.85%	
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

Energy North (gas)			
	System Level	Company Level	
Apr-2014	NA ¹	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%	
May-2013	3.29%	1.60%	
12 mo avg	3.32%	1.24%	
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)

¹The 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