

**Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending - November 30, 2016**

Assessed values
Reference values

Billing Accuracy

Granite State (Electric)			
	System Level	Company Level	
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%	
Jan-2016	N/A	99.92%	
Dec-2015	N/A	99.98%	
12 Month Average	N/A	99.86%	
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	
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%	
Jan-2016	N/A	0.26%	
Dec-2015	N/A	0.33%	
12 Month Average	N/A	0.35%	
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	
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%	
Jan-2016	N/A	0.16%	
Dec-2015	N/A	0.21%	
12 Month Average	N/A	0.10%	
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 - November 30, 2016

Assessed values
Reference values

Billing Accuracy

Energy North (Gas)		
	System Level	Company Level
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%
Jan-2016	N/A	99.92%
Dec-2015	N/A	99.65%
ENNG Specific Avg - Transition Pd.	N/A	99.79%
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-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%
Jan-2016	N/A	0.05%
Dec-2015	N/A	0.06%
ENNG Specific Avg - Transition Pd.	N/A	0.14%
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-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%
Jan-2016	N/A	0.09%
Dec-2015	N/A	0.21%
ENNG Specific Avg - Transition Pd.	N/A	0.19%
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)