March 20, 2017

Via Electronic and US Mail

Debra A. Howland
Executive Director
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, NH 03301

NHPUC 21MAR'17AM8:57

> Re: DG 11-040 Liberty Utilities (Granite State Electric) Corp. and Liberty Utilities
> (EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities
> Customer Service Metrics – February 2017

Dear Ms. Howland:

On behalf of Liberty Utilities, this monthly report is provided pursuant to Attachment N, Section II of the Settlement Agreement in Docket No. DG 11-040 approved by Order No. 25,370.

Thank you for your assistance with this matter. Please do not hesitate to call if you have any questions.

Sincerely,

Stephen R. Hall

Stephen R. Hall

Enclosure

cc: Service List
     OCA Litigation
     Kerri-Lyn Gilpatric

5068/5069

Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending - February 28, 2017

Assessed values
Reference values

Billing Accuracy

	Granite State (Electric)	
	System Level	**Company Level**
Feb-2017	N/A	99.88%
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%
12 Month Average	N/A	**99.84%**

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**
Feb-2017	N/A	0.41%
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%
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**
Feb-2017	N/A	0.03%
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%
12 Month Average	N/A	**0.08%**

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 - February 28, 2017

Assessed values
Reference values

Billing Accuracy

Energy North (Gas)

	System Level	Company Level	
Feb-2017	N/A	99.91%	
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%	
ENNG Specific Avg - Transition Pd.	N/A	99.84%	

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	
Feb-2017	N/A	0.19%	
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%	
ENNG Specific Avg - Transition Pd.	N/A	0.17%	

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	
Feb-2017	N/A	0.04%	
Jan-2017	N/A	0.07%	
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%	
ENNG Specific Avg - Transition Pd.	N/A	0.12%	

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)

Note: The January results for 'Bills with Exceptions' was revised from 0.04% to 0.07%