

2020 GMP Benchmarked Performance

Rank	Peer Group	State	2020 \$\$\$ per Customer	Transmission Expense	Transmission of Electricity by Others	Total Trans Exp less TBO	Distribution	Customer Srvc Total Customer Accounts	Customer Srvc Total Cust Svc & Info Expense	Customer Srvc Total Sales Expense	Total Customer Service Related	Administrative	Total Customers	Benchmarking	Total Power Production	Total Regional Market	Total Elec O&M	Benchmarking	Variance	Trans Exp less TBO per Customer	Distribution	Customer Srvc Total Customer Accounts	Customer Srvc Total Cust Svc & Info Expense	Customer Srvc Total Sales Expense	Administrative	Total	
Ferc Ref	State(s)	p. 321, Ln 112	p. 321, Ln 96	Col (h) - (i)	p. 322, Ln 156	p. 322, Ln 164	p. 323, Ln 171	p. 323, Ln 178	Col (l) + (m) + (n)	p. 323, Ln 197	p. 301, Ln 10	p. 321, Ln 80	p. 322, Ln 131	p. 323, Ln 198													
1	Versant (Emera Maine/Bangor Hydro/ME Pub Serv) ***	Maine	\$339	\$ (370,780)	\$ (6,398,159)	\$ 6,027,379	\$ 25,633,384	\$ 9,907,697	\$ 119,633	\$ -	\$ 10,027,330	\$ 12,908,766	161,000	48,198,700	11,150,026	0	59,348,726	48,198,700	0	\$37	\$159	\$62	\$1	\$0	\$80	\$339	1
	#REF! Granite State Electric Co (Liberty Utilities)	NH	\$310	\$ 25,405,283	\$ 24,841,129	\$ 564,154	\$ 7,184,175	\$ 1,722,378	\$ 100,090	\$ 192,485	\$ 2,014,953	\$ 4,229,363	45,103	38,833,774	32,977,041	0	71,810,815	38,833,774	0	\$13	\$159	\$38	\$2	\$4	\$94	\$310	2
	#REF! Rochester Gas & Electric	NY	\$550	\$ 8,045,856	\$ 319,896	\$ 7,725,960	\$ 77,500,080	\$ 37,399,284	\$ 48,695,654	\$ 4,519,110	\$ 90,614,048	\$ 36,420,334	385,873	212,580,318	122,043,303	0	334,623,621	212,580,318	0	\$20	\$201	\$97	\$126	\$12	\$94	\$550	3
	#REF! The United Illuminating Co	CT	\$768	\$ 146,771,839	\$ 107,283,008	\$ 39,488,831	\$ 98,847,872	\$ 41,522,630	\$ 44,819,217	\$ -	\$ 86,341,847	\$ 36,751,412	340,353	368,712,970	276,926,423	0	645,639,393	368,712,970	0	\$116	\$290	\$122	\$132	\$0	\$108	\$768	4
	#REF! Central Maine Power Company	Maine	\$423	\$ 208,827,550	\$ 187,911,730	\$ 20,915,820	\$ 103,233,056	\$ 47,873,609	\$ 28,897,371	\$ 1,392,202	\$ 78,163,182	\$ 71,451,250	646,804	461,675,038	21,756,493	0	483,431,531	461,675,038	0	\$32	\$160	\$74	\$45	\$2	\$110	\$423	5
	#REF! Unitil Energy Systems, Inc.	NH	\$393	\$ 35,383,792	\$ 34,965,017	\$ 418,775	\$ 9,544,759	\$ 4,286,916	\$ 7,326,955	\$ 92,237	\$ 11,706,108	\$ 9,658,593	79,737	66,293,252	53,020,521	16,382	119,330,155	66,293,252	0	\$5	\$120	\$54	\$92	\$1	\$121	\$393	6
	#REF! Public Service Company of New Hampshire	NH	\$477	\$ 46,173,609	\$ 26,221,651	\$ 19,951,958	\$ 88,274,206	\$ 27,047,915	\$ 41,323,319	\$ (140)	\$ 68,371,094	\$ 74,127,450	525,933	276,946,359	334,712,213	300,826	611,959,398	276,946,359	0	\$38	\$168	\$51	\$79	\$0	\$141	\$477	7
	#REF! Green Mountain Power	VT	\$378	\$ 110,570,830	\$ 102,989,127	\$ 7,581,703	\$ 40,633,102	\$ 8,129,933	\$ 2,430,026	\$ 8,546	\$ 10,568,505	\$ 42,277,212	267,603	204,049,649	351,043,014	3,077,440	558,170,103	204,049,649	0	\$28	\$152	\$30	\$9	\$0	\$158	\$378	8
	#REF! MDU Resources (Montana-Dakota Utilities Co)	Mont/Dak/WY	\$392	\$ 36,548,814	\$ 26,521,141	\$ 10,027,673	\$ 15,832,108	\$ 4,302,674	\$ 339,895	\$ 149,912	\$ 4,792,481	\$ 25,628,552	143,705	82,801,955	100,763,492	526,799	184,092,246	82,801,955	0	\$70	\$110	\$30	\$2	\$1	\$178	\$392	9
	#REF! Northern States Power Co (WI)	Wis	\$397	\$ 67,748,013	\$ 55,480,749	\$ 12,267,264	\$ 22,662,341	\$ 9,649,012	\$ 12,369,137	\$ 143,376	\$ 22,161,525	\$ 47,253,462	263,133	159,825,341	420,424,755	0	580,250,096	159,825,341	0	\$47	\$86	\$37	\$47	\$1	\$180	\$397	10
	#REF! Delmarva Power & Light Company	Maryland	\$545	\$ 23,627,022	\$ 3,381,656	\$ 20,245,366	\$ 106,365,708	\$ 59,544,617	\$ 8,535,139	\$ -	\$ 68,079,756	\$ 96,541,540	534,749	294,614,026	453,417,040	(405)	748,030,661	294,614,026	0	\$38	\$199	\$111	\$16	\$0	\$181	\$545	11
	#REF! Fitchburg Gas & Electric	Mass	\$634	\$ 10,062,966	\$ 9,457,529	\$ 605,437	\$ 4,432,500	\$ 3,701,341	\$ 4,552,869	\$ 48,448	\$ 8,302,658	\$ 5,784,661	30,150	28,582,785	20,374,849	44,983	49,002,617	28,582,785	0	\$20	\$147	\$123	\$151	\$2	\$192	\$634	12
	#REF! Upper Peninsula Power Co	Mich	\$599	\$ 8,382,512	\$ 8,486,768	\$ (104,256)	\$ 13,672,536	\$ 3,301,212	\$ 3,254,339	\$ -	\$ 6,555,551	\$ 11,473,955	52,722	40,084,554	25,766,463	112,198	65,963,215	40,084,554	0	-\$2	\$259	\$63	\$62	\$0	\$218	\$599	13
	#REF! Madison Gas & Electric	Wis	\$427	\$ 38,565,605	\$ 38,543,356	\$ 22,249	\$ 16,075,222	\$ 7,199,495	\$ 9,511,900	\$ 326,836	\$ 17,038,231	\$ 34,942,814	159,249	106,621,872	118,755,890	686,937	226,064,699	106,621,872	0	\$0	\$101	\$45	\$60	\$2	\$219	\$427	14
	#REF! CH Energy (Central Hudson)	NY	\$951	\$ 12,989,986	\$ 2,192,074	\$ 10,797,912	\$ 76,559,288	\$ 26,331,392	\$ 52,360,757	\$ 708	\$ 78,692,857	\$ 66,969,241	244,944	235,211,372	138,636,442	0	373,847,814	235,211,372	0	\$44	\$313	\$107	\$214	\$0	\$273	\$951	15
	#REF! Rockland Electric Company	NJ	\$801	\$ 2,771,681	\$ -	\$ 2,771,681	\$ 18,478,766	\$ 6,775,383	\$ 8,837,854	\$ 827	\$ 15,614,064	\$ 22,478,834	74,052	59,343,345	91,733,357	91,250	151,167,952	59,343,345	0	\$37	\$250	\$91	\$119	\$0	\$304	\$801	16
	#REF! The Empire District Electric Co.	Ark	\$580	\$ 24,237,945	\$ 18,419,514	\$ 5,818,431	\$ 22,266,629	\$ 9,717,695	\$ 4,686,917	\$ 75,095	\$ 14,479,707	\$ 59,898,898	176,728	120,883,179	172,285,408	0	293,168,587	120,883,179	0	\$33	\$126	\$55	\$27	\$0	\$339	\$580	17
	#REF! Otter Tail	Minn, Dak	\$769	\$ 28,263,103	\$ 18,537,209	\$ 9,725,894	\$ 17,070,455	\$ 15,030,388	\$ 12,509,934	\$ 211,509	\$ 27,751,831	\$ 47,516,155	132,806	120,601,544	137,359,948	1,099,271	259,060,763	120,601,544	0	\$73	\$129	\$113	\$94	\$2	\$358	\$769	18
	#REF! Allete	Minn	\$828	\$ 86,985,355	\$ 65,105,566	\$ 21,879,789	\$ 20,234,759	\$ 6,364,198	\$ 6,253,074	\$ 26,136	\$ 12,643,408	\$ 68,055,083	148,332	187,918,605	411,401,591	0	599,320,196	187,918,605	0	\$148	\$136	\$43	\$42	\$0	\$459	\$828	19
	#REF! Black Hills Power, Inc.	SD	\$793	\$ 27,933,063	\$ 22,919,417	\$ 5,013,646	\$ 15,226,792	\$ 2,468,761	\$ 474,031	\$ 76,545	\$ 3,019,337	\$ 34,986,986	73,467	81,166,178	82,614,300	0	163,780,478	81,166,178	0	\$68	\$207	\$34	\$6	\$1	\$476	\$793	20
	Maine Public Service Co.*	Maine	\$0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0
	Western Massachusetts Electric Co **	Mass	\$0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0

* Bangor Hydro and Maine Public Service merged so we need a new utility in the peer group.

** Western Massachusetts Electric Co merged into Eversource in 2018.

*** Versant purchased Emera and Maine Public Service.