National Grid NH
EnergyNorth Calls Answered
11 Months Ended July 2008

Month	Year	Calls Answered in 30 Seconds	Total Calls Answered	% Calls Answered in 30 Sec for Month	% Calls Answered in 30 Sec 12 MTD
September	2007	9,149	11,456	79.9%	
October	2007	10,745	14,075	76.3%	
November	2007	10,429	12,608	82.7%	
December	2007	10,604	10,996	96.4%	
January	2008	11,303	12,193	92.7%	
February	2008	9,959	10,646	93.5%	
March	2008	9,773	11,291	86.6%	
April	2008	10,287	12,467	82.5%	
May	2008	8,714	12,214	71.3%	
June	2008	8,564	11,776	72.7%	
July	2008	7,936	11,951	66.4%	
11 Month Total		**107,464**	**131,674**	**81.6%**	

Granite State Electric
Call Answering Report
July 2008

Pre-CSS Conversion Period:

Month	Year	Calls Answered in 20 Seconds	Total Calls Answered	% Calls Answered in 20 Sec for Month	% Calls Answered in 20 Sec 12 MTD
January	2007	7,554	8,378	90.2%	91.3%
February	2007	4,106	4,569	89.9%	91.0%
March	2007	4,634	5,106	90.8%	90.7%
April	2007	7,560	8,847	85.5%	90.1%
May	2007	5,537	6,172	89.7%	90.2%
June	2007	6,311	6,905	91.4%	89.9%
July	2007	5,845	6,636	88.1%	89.8%
August	2007	6,618	8,074	82.0%	89.2%
September	2007	5,166	6,308	81.9%	88.5%
October	2007	4,891	5,993	81.6%	87.6%
November	2007	4,566	5,293	86.3%	87.3%
December	2007	5,070	5,647	89.8%	87.1%
12 Month Total		**67,858**	**77,928**	**87.1%**	

CSS Transition Period:

Month	Year	Calls Answered in 30 Seconds	Total Calls Answered	% Calls Answered in 30 Sec for Month
January	2008	5,668	6,421	88.3%
February	2008	3,906	6,012	65.0%
March	2008	5,262	6,881	76.5%
April	2008	5,926	6,862	86.4%
May	2008	5,895	8,842	66.7%
June	2008	9,084	10,512	86.4%
6 Month Total		**35,741**	**45,530**	**78.5%**

Post-CSS Transition Period:

Month	Year	Calls Answered in 20 Seconds	Total Calls Answered	% Calls Answered in 20 Sec for Month
July	2008	9,349	10,377	90.1%

Notes:
- "Calls Answered" include calls answered by a customer service representative (CSR) and calls completed within the Voice Response Unit (VRU). The time to answer is measured once the customer makes a selection to either speak with a CSR or use the VRU.
- The new Customer Service System (CSS) was implemented on January 21, 2008.