

**Granite State Electric Company d/b/a National Grid
Call Answering Report
November 2009**

<u>Month</u>	<u>Year</u>	<u>Calls Answered in 20 Seconds</u>	<u>Total Calls Answered</u>	<u>% Calls Answered in 20 Sec for Month</u>
December	2008	19,907	20,612	96.6%
January	2009	4,962	6,800	73.0%
February	2009	4,614	5,799	79.6%
March	2009	12,144	12,955	93.7%
April	2009	10,487	11,276	93.0%
May	2009	9,629	10,581	91.0%
June	2009	8,624	9,675	89.1%
July	2009	8,794	9,478	92.8%
August	2009	9,356	10,247	91.3%
September	2009	7,415	8,749	84.8%
October	2009	9,882	12,053	82.0%
November	2009	10,280	12,462	82.5%
12 Month Total		116,094	130,687	88.8%

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.

EnergyNorth Natural Gas, Inc. d/b/a National Grid NH
Call Answering Report
November 2009

<u>Month</u>	<u>Year</u>	<u>Calls Answered in 30 Seconds</u>	<u>Total Calls Answered</u>	<u>% Calls Answered in 30 Sec for Month</u>	<u>% Calls Answered in 30 Sec 12 MTD</u>
December	2008	8,959	11,554	77.5%	75.9%
January	2009	9,498	13,085	72.6%	74.2%
February	2009	10,281	12,037	85.4%	73.7%
March	2009	10,010	11,398	87.8%	73.8%
April	2009	10,384	11,315	91.8%	74.5%
May	2009	10,711	11,295	94.8%	76.4%
June	2009	11,787	12,057	97.8%	78.4%
July	2009	12,043	12,228	98.5%	81.1%
August	2009	10,313	11,600	88.9%	84.5%
September	2009	17,931	19,311	92.9%	86.2%
October	2009	12,097	15,621	77.4%	87.1%
November	2009	10,760	12,007	89.6%	
12 Month Total		134,775	153,509	87.8%	

Note: "Total 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.