

**Granite State Electric
Call Answering, Pre-CSS Conversion
12 Months Ended October 2007**

<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>	<u>% Calls Answered in 20 Sec 12 MTD</u>
November	2006	4,533	4,923	92.1%	91.8%
December	2006	4,435	4,758	93.2%	91.7%
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	5,413	6,636	81.6%	89.2%
August	2007	6,283	8,074	77.8%	88.3%
September	2007	4,655	6,308	73.8%	86.8%
October	2007	4,464	5,993	74.5%	85.4%
12 Month Total		65,485	76,669	85.4%	

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.

**National Grid-Keyspan
Energy North Calls Answered
September 2007 - December 2007**

<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>
September*	2007	9,149	11,456	79.9%	
October	2007	10,745	14,076	76.3%	
November	2007				
December	2007				
12 Month Total		19,894	25,532	77.9%	

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.

* September 2007 results have been restated using the same methodology that Granite State uses to report the percentage of calls answered in 20 seconds.