

**Granite State Electric Company d/b/a National Grid
Call Answering Report
April 2010**

<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>
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%
December	2009	10,530	12,558	83.9%
January	2010	12,484	14,242	87.7%
February	2010	14,281	16,126	88.6%
March	2010	10,304	12,432	82.9%
April	2010	7,700	10,023	76.8%
12 Month Total		119,279	138,626	86.0%

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.