

EnergyNorth Natural Gas, Inc. d/b/a National Grid NH
Call Answering Report
June 2011

| <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> |
|-----------------------|-------------|---|---------------------------------|---|--|
| July | 2010 | 10,163 | 11,114 | 91.4% | 87.1% |
| August | 2010 | 11,023 | 11,988 | 92.0% | 87.3% |
| September | 2010 | 10,696 | 13,159 | 81.3% | 86.5% |
| October | 2010 | 10,505 | 14,347 | 73.2% | 86.1% |
| November | 2010 | 8,064 | 11,386 | 70.8% | 84.6% |
| December | 2010 | 7,456 | 10,637 | 70.1% | 83.7% |
| January | 2011 | 8,692 | 11,208 | 77.6% | 83.6% |
| February | 2011 | 8,780 | 10,988 | 79.9% | 83.2% |
| March | 2011 | 11,073 | 11,967 | 92.5% | 83.7% |
| April | 2011 | 11,538 | 12,228 | 94.4% | 84.1% |
| May | 2011 | 11,313 | 12,909 | 87.6% | 83.7% |
| June | 2011 | 11,009 | 11,736 | 93.8% | 83.7% |
| 12 Month Total | | 120,312 | 143,667 | 83.7% | |

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.