

**Granite State Electric Company d/b/a National Grid
Call Answering Report
Apr-2012**

<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	2011	5,864		6,544		89.6%
June	2011	7,547	*	8,240	*	91.6%
July	2011	6,700		7,326		91.5%
August	2011	10,447	*	11,383	*	91.8%
September	2011	6,228		8,210		75.9%
October	2011	12,689		14,651		86.6%
November	2011	7,898		8,920		88.5%
December	2011	7,075		8,059		87.8%
January	2012	6,202		7,218		85.9%
February	2012	6,322		7,166		88.2%
March	2012	6,901		7,810		88.4%
April	2012	7,175		8,131		88.2%
12 Month Total		83,873		95,527		87.8%

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.

*June & August 2011 Calls Answered updated since prior filings.