

Granite State Electric Company **\*\*REVISED\*\***  
Call Answering Report  
Jun-2013

<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>
July	2012	5,382	6,272	85.8%
August	2012	7,608	8,498	89.5%
September	2012	6,378	7,166	89.0%
October*	2012	9,168	10,106	90.7%
November	2012	5,076	5,587	90.9%
December**	2012	5,748	6,261	91.8%
January	2013	6,170	6,733	91.6%
February	2013	4,947	5,420	91.3%
March	2013	5,019	5,737	87.5%
April	2013	4,588	6,022	76.2%
May***	2013	4,988	6,694	74.5%
June****	2013	7,056	8,666	81.4%
<b>12 Month Total</b>		<b>72,128</b>	<b>83,162</b>	<b>86.7%</b>

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.

Note: \*revised Call Answering data for October 2012. When the October data was run last month, three (3) outage calls were omitted due to being handled by Upstate NY representatives on behalf of NH. The discrepancy was picked up when compiling the November data and the three outage calls were added in for October. The addition of the three outage calls did not impact the reported Service Level Performance of 88.24%.

Note: \*\*revised Call Answering data for December 2012. Total calls was an estimated December VRU Completed call figure of 1,850. Actual data has since been provided. There is a variance of +2 calls, revised VRU result is 1,852. The addition of the two calls did not impact the originally reported Service Level Performance of 88.64%.

Note: \*\*\*revised Call Answering data for May 2013. Issues w/VRU have been corrected and we are now reporting an additional 23 VRU transactions for the month of May (new total of 1,720 vs. 1,697). The result is a very nominal increase in the year-to-date Service Level, which now stands at 84.01% vs. the figure of 84.00%.

Note: \*\*\*\*revised Call Answering data for June 2013. Total calls was an estimated June VRU Completed call figure of 2,247. Actual data has since been provided. There is a variance of +512 calls, revised VRU result is 2,759. The addition of the 512 calls impacted the reported Service Level Performance from 83.2% up to 83.4%.