

Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
Apr-2014

<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*	2013	4,988	6,694	74.5%
June**	2013	7,056	8,666	81.4%
July	2013	8,343	9,447	88.3%
August	2013	7,724	8,546	90.4%
September***	2013	7,365	7,988	92.2%
October	2013	8,369	9,118	91.8%
November	2013	7,045	7,623	92.4%
December****	2013	5,087	5,575	91.2%
January*****	2014	6,962	7,718	90.2%
February	2014	6,141	6,969	88.1%
March	2014	6,991	7,951	87.9%
April	2014	7,198	8,214	87.6%
12 Month Total		83,269	94,509	88.1%

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 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. It went from 83.2% to 83.4%.

Note: ***revised Call Answering data for September 2013. Total calls was an estimated September VRU Completed call figure of 1,463. Actual data has since been provided. There is a variance of +177 calls, revised VRU result is 1,640. The addition of the 177 calls impacted the reported Service Level Performance. It went from 86.09% to 86.13%.

Note: ****VRU volume for the month is low due to system retrieval issues. Once resolved, revised figures will be provided.

Note: *****VRU volume updated for January due to an additional 52 calls. Service level went from 90.1% to 90.2% for the month.