



Stephen R. Hall  
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April 18, 2017

**Via ERF and US Mail**

Debra A. Howland  
Executive Director  
New Hampshire Public Utilities Commission  
21 S. Fruit Street, Suite 10  
Concord, NH 03301-2429



**Re: DG 11-040 Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities  
Monthly Call Answering Report – March 2017**

Dear Ms. Howland:

In connection with Order No. 25,370 issued in the above docket, enclosed for filing please find Liberty Utilities' Monthly Call Answering Report. Please note this report has been filed via the Commission's Electronic Report Filing System.

Thank you for your assistance with this matter. Please do not hesitate to call if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Stephen R. Hall".

Stephen R. Hall

Enclosure

cc: Service List  
OCA Litigation

5019

**Liberty Utilities (Granite State Electric) Corp.**  
**5019 Monthly Call Answering Report**  
**For Month Ending March 31 2017**

**Liberty Utilities (Granite State Electric) Corp.**  
**Call Answering Report**  
**March 2017**

<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>	<u>% Calls Answered in 20 Sec 12 MTD</u>
April	2016	6,471	7,896	82.0%	91.0%
May	2016	7,704	8,665	88.9%	90.8%
June	2016	10,094	11,786	85.6%	90.3%
July	2016	9,101	10,269	88.6%	90.1%
August	2016	10,390	11,716	88.7%	89.4%
September	2016	9,857	10,816	91.1%	88.9%
October	2016	10,145	11,322	89.6%	90.2%
November	2016	8,679	9,137	95.0%	90.4%
December	2016	8,415	8,893	94.6%	90.4%
January	2017	8,436	9,124	92.5%	90.3%
February	2017	7,717	8,282	93.2%	90.2%
March	2017	9,954	10,627	93.7%	90.2%
<b>12 Month Total</b>		<b>106,963</b>	<b>118,533</b>	<b>90.2%</b>	

Note: "Total Calls Answered" is measured from when the call leaves the automatic menu system and enters the queue to be "live answered" by a customer service representative. However, a call that never leaves the automatic menu system is also included in the number of calls for purposes of the monthly and annual reported results.