



Stephen R. Hall
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December 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 (EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities
Monthly Call Answering Report – November 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

5020

15 Buttrick Rd., Londonderry, NH 03053

Liberty Utilities (EnergyNorth Natural Gas) Corp.
5020 Call Answering Report
Month Ending November 30, 2017

**Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
November 2017**

<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>
December	2016	20,187	20,888	96.6%	92.2%
January	2017	19,810	20,983	94.4%	92.2%
February	2017	19,419	20,484	94.8%	92.0%
March	2017	23,338	25,008	93.3%	91.9%
April	2017	23,435	25,640	91.4%	92.8%
May	2017	23,793	25,864	92.0%	92.0%
June	2017	23,288	24,858	93.7%	93.3%
July	2017	21,443	22,862	93.8%	93.5%
Aug	2017	21,398	22,754	94.0%	93.4%
September	2017	20,928	22,164	94.4%	93.6%
October	2017	23,113	25,003	92.4%	93.8%
November	2017	19,614	21,615	90.7%	93.8%
12 Month Total		240,152	256,508	93.8%	

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.