

	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
<u>Normal Hours</u>	<u>Results</u>	<u>Results</u>	<u>Results</u>	<u>Results</u>	<u>Results</u>	<u>Results</u>	<u>Results</u>	<u>Results</u>	<u>Results</u>	<u>Results</u>	<u>Results</u>	<u>Results</u>
0-30 Minutes (Actual)	55.80%	88.24%	83.33%	82.35%	92.00%	89.47%	94.00%	87.50%	89.36%	92.65%	89.66%	89.13%
0-45 Minutes (Actual)	69.77%	100.00%	98.33%	97.06%	100.00%	100.00%	100.00%	95.83%	97.87%	100.00%	100.00%	100.00%
0-60 Minutes (Actual)	74.42%	100.00%	98.33%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Puc 30 Min Requirement 82%	82.0%	82.0%	82.0%	82.0%	82.0%	82.0%	82.0%	82.0%	82.0%	82.0%	82.0%	82.0%
Puc 45 Min Requirement 90%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Puc 60 Min Requirement 97%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%	97.0%
<u>After Hours</u>	<u>Jan-09</u>	<u>Feb-09</u>	<u>Mar-09</u>	<u>Apr-09</u>	<u>May-09</u>	<u>Jun-09</u>	<u>Jul-09</u>	<u>Aug-09</u>	<u>Sep-09</u>	<u>Oct-09</u>	<u>Nov-09</u>	<u>Dec-09</u>
0-30 Minutes (Actual)	64.00%	72.73%	73.91%	41.67%	87.50%	89.47%	70.59%	75.00%	68.75%	52.63%	77.87%	62.16%
0-45 Minutes (Actual)	92.00%	95.45%	91.30%	100.00%	100.00%	100.00%	94.12%	91.67%	93.75%	84.21%	100.00%	94.59%
0-60 Minutes (Actual)	96.00%	95.45%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.45%	94.74%	100.00%	97.30%
Puc 30 Min Requirement 80%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%
Puc 45 Min Requirement 86%	86.0%	86.0%	86.0%	86.0%	86.0%	86.0%	86.0%	86.0%	86.0%	86.0%	86.0%	86.0%
Puc 60 Min Requirement 95%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
<u>Weekends / Holidays</u>	<u>Jan-09</u>	<u>Feb-09</u>	<u>Mar-09</u>	<u>Apr-09</u>	<u>May-09</u>	<u>Jun-09</u>	<u>Jul-09</u>	<u>Aug-09</u>	<u>Sep-09</u>	<u>Oct-09</u>	<u>Nov-09</u>	<u>Dec-09</u>
0-30 Minutes (Actual)	70.00%	53.33%	55.00%	57.14%	42.86%	63.64%	0.00%	57.14%	55.56%	66.67%	53.85%	43.48%
0-45 Minutes (Actual)	85.00%	86.67%	80.00%	71.43%	85.71%	72.73%	50.00%	100.00%	85.19%	100.00%	76.92%	91.30%
0-60 Minutes (Actual)	100.00%	100.00%	95.00%	85.71%	92.86%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.65%
Puc 30 Min Requirement 76%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%
Puc 45 Min Requirement 84%	84.0%	84.0%	84.0%	84.0%	84.0%	84.0%	84.0%	84.0%	84.0%	84.0%	84.0%	84.0%
Puc 60 Min Requirement 94%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%

ORIGINAL

N.H.P.U.C. Case No. DG 11-196Exhibit No. # 11Witness R. Knepper

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[illegible]

	Jan-12	Feb-12	Mar-12
<u>Normal Hours</u>	<u>Results</u>	<u>Results</u>	<u>Results</u>
0-30 Minutes (Actual)	82.00%	85.00%	85.29%
0-45 Minutes (Actual)	94.00%	93.00%	97.06%
0-60 Minutes (Actual)	98.00%	100.00%	100.00%
Puc 30 Min Requirement 82%	82.0%	82.0%	82.0%
Puc 45 Min Requirement 90%	90.0%	90.0%	90.0%
Puc 60 Min Requirement 97%	97.0%	97.0%	97.0%
<u>After Hours</u>	Jan-12	Feb-12	Mar-12
0-30 Minutes (Actual)	82.00%	85.00%	81.25%
0-45 Minutes (Actual)	100.00%	100.00%	100.00%
0-60 Minutes (Actual)	100.00%	100.00%	100.00%
Puc 30 Min Requirement 80%	80.0%	80.0%	80.0%
Puc 45 Min Requirement 86%	86.0%	86.0%	86.0%
Puc 60 Min Requirement 95%	95.0%	95.0%	95.0%
<u>Weekends / Holidays</u>	Jan-12	Feb-12	Mar-12
0-30 Minutes (Actual)	73.00%	58.00%	44.44%
0-45 Minutes (Actual)	100.00%	92.00%	100.00%
0-60 Minutes (Actual)	100.00%	100.00%	100.00%
Puc 30 Min Requirement 76%	76.0%	76.0%	76.0%
Puc 45 Min Requirement 84%	84.0%	84.0%	84.0%
Puc 60 Min Requirement 94%	94.0%	94.0%	94.0%