



Steven E. Mullen
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January 19, 2021

Via Electronic Report Filing

Amanda Noonan
Director, Consumer Services & External Affairs
New Hampshire Public Utilities Commission
21 South Fruit St., Suite 10
Concord, NH 03301-2429

Dear Ms. Noonan:

**Re: DE 16-383; Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty
Call Answering – December 2020**

Enclosed for filing please find Liberty's monthly Call Answering report. Please note this report has been filed via the Commission's Electronic Report Filing system.

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

Sincerely,

A handwritten signature in black ink that reads 'Steven E. Mullen'.

Steven E. Mullen

Enclosure

Cc: Rorie E. Patterson
Paul Dexter, Esq.
D. Maurice Kreis, Consumer Advocate

Liberty Utilities (Granite State Electric) Corp.
5019 Monthly Call Answering Report
For Month Ending December 31, 2020

**Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
December 2020**

| <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> |
|------------------|-------------|---|---------------------------------|---|
| January | 2020 | 4,899 | 5,270 | 93.0% |
| February | 2020 | 4,738 | 5,025 | 94.3% |
| March | 2020 | 4,863 | 5,172 | 94.0% |
| April | 2020 | 5,139 | 5,362 | 95.8% |
| May | 2020 | 4,664 | 4,790 | 97.4% |
| June | 2020 | 6,124 | 6,485 | 94.4% |
| July | 2020 | 5,864 | 6,392 | 91.7% |
| August | 2020 | 5,417 | 6,011 | 90.1% |
| September | 2020 | 6,533 | 7,102 | 92.0% |
| October | 2020 | 6,118 | 6,869 | 89.1% |
| November | 2020 | 6,020 | 6,796 | 88.6% |
| December | 2020 | 6,153 | 6,586 | 93.4% |
| YTD Total | | 66,532 | 71,860 | 92.6% |

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|---|
| <p>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.</p> |
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