

**Granite State Electric Company d/b/a National Grid
Call Answering Report
January 2012**

| <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> |
|-----------------------|-------------|---|---|---------------------------------|---|---|
| February | 2011 | 5,533 | | 6,163 | | 89.8% |
| March | 2011 | 10,035 | | 10,906 | | 92.0% |
| April | 2011 | 6,067 | | 6,681 | | 90.8% |
| May | 2011 | 5,864 | | 6,544 | | 89.6% |
| June | 2011 | 7,547 | * | 8,240 | * | 91.6% |
| July | 2011 | 6,700 | | 7,326 | | 91.5% |
| August | 2011 | 10,447 | * | 11,383 | * | 91.8% |
| September | 2011 | 6,228 | | 8,210 | | 75.9% |
| October | 2011 | 12,689 | | 14,651 | | 86.6% |
| November | 2011 | 7,898 | | 8,920 | | 88.5% |
| December | 2011 | 7,075 | | 8,059 | | 87.8% |
| January | 2012 | 6,202 | | 7,218 | | 85.9% |
| 12 Month Total | | 92,285 | | 104,301 | | 88.5% |

Notes:

- "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.

*June & August 2011 Calls Answered updated since prior filings.