

EnergyNorth Natural Gas, Inc.
Call Answering Report
September 2012

| <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> |
|-----------------------|-------------|---|---------------------------------|---|--|
| October | 2011 | 10,535 | 14,002 | 75.2% | 84.1% |
| November | 2011 | 10,319 | 12,875 | 80.1% | 84.7% |
| December | 2011 | 9,280 | 11,505 | 80.7% | 85.5% |
| January | 2012 | 10,453 | 11,232 | 93.1% | 86.7% |
| February | 2012 | 9,600 | 10,479 | 91.6% | 87.5% |
| March | 2012 | 9,908 | 10,212 | 97.0% | 87.8% |
| April | 2012 | 11,014 | 11,732 | 93.9% | 87.7% |
| May | 2012 | 12,100 | 12,898 | 93.8% | 88.3% |
| June | 2012 | 11,253 | 11,531 | 97.6% | 88.6% |
| July | 2012 | 10,646 | 10,961 | 97.1% | 88.9% |
| August | 2012 | 11,588 | 12,531 | 92.5% | 89.2% |
| September | 2012 | 11,246 | 13,075 | 86.0% | 89.4% |
| 12 Month Total | | 127,942 | 143,033 | 89.4% | |

Note: "Total 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.