

Liberty Utilities (Granite State Electric) Corp.
5019 Monthly Call Answering Report
For Month Ending August 31, 2014

Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
Aug-2014

<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>
September	2013	7,365	7,988	92.2%
October	2013	8,369	9,118	91.8%
November	2013	7,045	7,623	92.4%
December	2013	5,087	5,575	91.2%
January	2014	6,962	7,718	90.2%
February	2014	6,141	6,969	88.1%
March	2014	6,991	7,951	87.9%
April	2014	7,198	8,214	87.6%
May	2014	6,142	7,468	82.2%
June	2014	7,921	9,137	86.7%
July	2014	9,865	11,222	87.9%
August	2014	13,486	16,036	84.1%
12 Month Total		92,572	105,019	88.1%

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.