



Stephen R. Hall  
Director, Regulatory & Government  
O: 603-216-3523  
E: [Stephen.Hall@libertyutilities.com](mailto:Stephen.Hall@libertyutilities.com)

October 20, 2014

NHPUC OCT21'14 AM11:27

**Via ERF and US Mail**

Debra A. Howland  
Executive Director  
New Hampshire Public Utilities Commission  
21 S. Fruit Street, Suite 10  
Concord, NH 03301-2429

**Re: DG 06-107 Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities  
Monthly Call Answering Report – September 2014 REVISED**

Dear Ms. Howland:

On October 14, 2014, Liberty Utilities' submitted its Call Answering Report for the month of September 2014. In that report, the 12-month average of calls answered within 30 seconds fell below the target established in the settlement agreement approved by the Commission in Docket No. DG 11-040.

Pursuant to the settlement, if the actual performance falls below the target, an explanation of the reason for the failure to meet the target must be provided by the 21<sup>st</sup> day of the month following the month for which the data is reported.

In compliance with that requirement, enclosed is a revised report with a footnote explaining the reason for the failure to meet the target and a description of the actions being taken to correct the problem. Please note this report has been filed via the Commission's Electronic Report Filing System.

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

Sincerely,

A handwritten signature in black ink that reads "Stephen R. Hall".

Stephen R. Hall

Enclosure

cc: Service List  
OCA Litigation  
Lynn Hanson

5020