

**Liberty Utilities (Granite State Electric) Corp.**  
**5019 Monthly Call Answering Report**  
**For Month Ending June 30 2015 (REVISED)**

**Liberty Utilities (Granite State Electric) Corp.**  
**Call Answering Report**  
**Jun-2015**

| <u>Month</u>          | <u>Year</u> | <u>Calls Answered<br/>in 20 Seconds</u> | <u>Total Calls<br/>Answered</u> | <u>% Calls Answered<br/>in 20 Sec for Month</u> |
|-----------------------|-------------|---|---------------------------------|---|
| July                  | 2014        | 9,865                                   | 11,222                          | 87.9%   |
| August                | 2014        | 13,486                                  | 16,036                          | 84.1%   |
| September             | 2014        | 7,846                                   | 12,604                          | 62.3%   |
| October               | 2014        | 6,934                                   | 13,253                          | 52.3%   |
| November              | 2014        | 10,367                                  | 12,732                          | 81.4%   |
| December              | 2014        | 7,969                                   | 10,168                          | 78.4%   |
| January               | 2015        | 9,889                                   | 10,831                          | 91.3%   |
| February              | 2015        | 10,448                                  | 12,322                          | 84.8%   |
| March                 | 2015        | 9,902                                   | 12,040                          | 82.2%   |
| April                 | 2015        | 8,685                                   | 11,370                          | 76.4%   |
| May                   | 2015        | 10,255                                  | 11,150                          | 92.0%   |
| June                  | 2015        | 11,275                                  | 12,528                          | 90.0%   |
| <b>12 Month Total</b> |             | <b>116,921</b>                          | <b>146,256</b>                  | <b>79.9%</b>                                    |

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.

Call volume increased by 32% in June 2015 vs. June 2014. We continue to make progress and expect to meet/exceed the monthly service level in July.