

Granite State Electric Company  
Call Answering Report  
Feb-2013

| <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> |
|-----------------------|-------------|---|---------------------------------|---|
| March                 | 2012        | 6,901                                   | 7,810                           | 88.4%   |
| April                 | 2012        | 7,175                                   | 8,131                           | 88.2%   |
| May                   | 2012        | 7,486                                   | 8,586                           | 87.2%   |
| June                  | 2012        | 7,856                                   | 8,920                           | 88.1%   |
| July                  | 2012        | 5,382                                   | 6,272                           | 85.8%   |
| August                | 2012        | 7,608                                   | 8,498                           | 89.5%   |
| September             | 2012        | 6,378                                   | 7,166                           | 89.0%   |
| October*              | 2012        | 9,168                                   | 10,106                          | 90.7%   |
| November              | 2012        | 5,076                                   | 5,587                           | 90.9%   |
| December**            | 2012        | 5,748                                   | 6,261                           | 91.8%   |
| January               | 2013        | 6,170                                   | 6,733                           | 91.6%   |
| February              | 2013        | 4,947                                   | 5,420                           | 91.3%   |
| <b>12 Month Total</b> |             | <b>79,895</b>                           | <b>89,490</b>                   | <b>89.3%</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.

Note: \*revised Call Answering data for October 2012. When the October data was run last month, three (3) outage calls were omitted due to being handled by Upstate NY representatives on behalf of NH. The discrepancy was picked up when compiling the November data and the three outage calls were added in for October. The addition of the three outage calls did not impact the reported Service Level Performance of 88.24%.

Note: \*\*revised Call Answering data for December 2012. Total calls was an estimated December VRU Completed call figure of 1,850. Actual data has since been provided. There is a variance of +2 calls, revised VRU result is 1,852. The addition of the two calls did not impact the originally reported Service Level Performance of 88.64%.