

Energy North Natural Gas, Inc.
Call Answering Report
March 2013

<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>
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%
October	2012	11,288	14,349	78.7%	89.8%
November	2012	9,307	12,515	74.4%	89.3%
December	2012	7,660	10,029	76.4%	89.1%
January	2013	8,808	11,814	74.6%	88.7%
February	2013	6,951	10,294	67.5%	85.8%
March	2013	9,013	11,279	79.9%	84.5%
12 Month Total		120,874	143,008	84.5%	

Note: "Total Calls Answered" include calls answered by a customer service representative (CSR), calls answered by vendor (CCS), 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.