

EnergyNorth Natural Gas, Inc. d/b/a National Grid NH
Call Answering Report
August 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>
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%
April	2013	11,168	12,995	85.9%	83.9%
May	2013	13,902	16,253	85.5%	83.2%
June	2013	11,057	13,089	84.5%	82.2%
July	2013	11,689	12,753	91.7%	81.9%
August	2013	12,562	13,071	96.1%	82.3%
12 Month Total		124,651	151,516	82.3%	

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.