

Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
April 2015

| <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> |
|-----------------------|-------------|---|---------------------------------|---|--|
| May | 2014 | 19,872 | 24,809 | 80.1% | 80.3% |
| June | 2014 | 19,255 | 24,161 | 79.7% | 80.0% |
| July | 2014 | 23,303 | 25,242 | 92.3% | 80.6% |
| August | 2014 | 26,916 | 31,714 | 84.9% | 80.4% |
| September | 2014 | 17,759 | 30,419 | 58.4% | 77.3% |
| October | 2014 | 14,607 | 30,975 | 47.2% | 73.8% |
| November | 2014 | 23,012 | 27,446 | 83.8% | 74.9% |
| December | 2014 | 20,302 | 25,095 | 80.9% | 75.7% |
| January | 2015 | 24,489 | 26,510 | 92.4% | 77.3% |
| February | 2015 | 23,712 | 26,735 | 88.7% | 78.3% |
| March | 2015 | 26,427 | 30,826 | 85.7% | 78.7% |
| April | 2015 | 24,416 | 31,026 | 78.7% | 78.8% |
| 12 Month Total | | 264,070 | 334,958 | 78.8% | |

Note: "Total Calls Answered" is measured from when the call leaves the automatic menu system and enters the queue to be "live answered" by a customer service representative. However, a call that never leaves the automatic menu system is also included in the number of calls for purposes of the monthly and annual reported results.

Call volume increased by 30% in April 2015 vs April 2014. This increase is primarily due to the increased collections activity which was not in place in April 2014. Manpower requirements have been reassessed and corrective actions have been taken.