

Liberty Utilities (Granite State Electric) Corp.
5019 Monthly Call Answering Report
For Month Ending January 31, 2016

Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
January 2016

<u>Month</u>	<u>Year</u>	<u>Calls Answered in 20 Seconds</u>	<u>Total Calls Answered</u>	<u>% Calls Answered in 20 Sec for Month</u>
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%
July	2015	9,722	10,657	91.2%
August	2015	10,221	10,703	95.5%
September	2015	9,996	10,327	96.8%
October	2015	8,743	11,362	76.9%
November	2015	7,215	7,785	92.6%
December	2015	6,978	7,321	95.3%
January	2016	6,743	7,180	93.9%
12 Month Total		110,183	124,745	88.3%

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.