

Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
February 2016

<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>
March	2015	26,427	30,826	85.7%	78.7%
April	2015	24,416	31,026	78.7%	78.8%
May	2015	28,150	30,010	93.8%	80.1%
June	2015	29,512	31,287	94.3%	81.4%
July	2015	25,098	26,132	96.0%	81.7%
August	2015	23,601	24,636	95.8%	82.4%
September	2015	23,712	24,852	95.4%	85.5%
October	2015	23,137	30,760	75.2%	90.7%
November	2015	21,000	22,467	93.4%	88.9%
December	2015	20,636	21,398	96.4%	90.0%
January	2016	20,396	21,623	94.3%	90.1%
February	2016	21,975	22,660	96.9%	90.7%
12 Month Total		288,060	317,677	90.7%	

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.