

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

Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
March 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>
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%
February	2016	7,598	7,906	96.1%
March	2016	7,388	7,893	93.6%
12 Month Total		104,819	116,182	90.2%

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.