



Stephen R. Hall
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March 7, 2017

Via ERF and US Mail

Debra A. Howland
Executive Director
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, NH 03301-2429



**Re: DG 11-040 Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities
Monthly Call Answering Report – February 2017**

Dear Ms. Howland:

In connection with Order No. 25,370 issued in the above docket, enclosed for filing please find Liberty Utilities' Monthly Call Answering Report. Please note this report has been filed via the Commission's Electronic Report Filing System.

Thank you for your assistance with this matter. Please do not hesitate to call if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Stephen R. Hall".

Stephen R. Hall

Enclosure

cc: Service List
OCA Litigation

5019

Liberty Utilities (Granite State Electric) Corp.
5019 Monthly Call Answering Report
For Month Ending February 28, 2017

**Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
February 2017**

| <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> | <u>% Calls Answered in 20 Sec 12 MTD</u> |
|-----------------------|-------------|---|---------------------------------|---|--|
| March | 2016 | 7,388 | 7,893 | 93.6% | 90.2% |
| April | 2016 | 6,471 | 7,896 | 82.0% | 91.0% |
| May | 2016 | 7,704 | 8,665 | 88.9% | 90.8% |
| June | 2016 | 10,094 | 11,786 | 85.6% | 90.3% |
| July | 2016 | 9,101 | 10,269 | 88.6% | 90.1% |
| August | 2016 | 10,390 | 11,716 | 88.7% | 89.4% |
| September | 2016 | 9,857 | 10,816 | 91.1% | 88.9% |
| October | 2016 | 10,145 | 11,322 | 89.6% | 90.2% |
| November | 2016 | 8,679 | 9,137 | 95.0% | 90.4% |
| December | 2016 | 8,415 | 8,893 | 94.6% | 90.4% |
| January | 2017 | 8,436 | 9,124 | 92.5% | 90.3% |
| February | 2017 | 7,717 | 8,282 | 93.2% | 90.2% |
| 12 Month Total | | 104,397 | 115,799 | 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.