



Steven E. Mullen
Director, Rates and Regulatory Affairs
15 Buttrick Rd.
Londonderry, NH 03053
603-216-3516
Steven.Mullen@libertyutilities.com

May 5, 2021

Via Electronic Report Filing

Amanda Noonan
Director, Consumer Services & External Affairs
New Hampshire Public Utilities Commission
21 South Fruit St., Suite 10
Concord, NH 03301-2429

Dear Ms. Noonan:

**Re: DG 11-040; Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty
Call Answering – April 2021**

Enclosed for filing please find Liberty's monthly Call Answering report. Please note this report has been filed via the Commission's Electronic Report Filing system.

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

Sincerely,

A handwritten signature in black ink that reads 'Steven E. Mullen'. The signature is written in a cursive, flowing style.

Steven E. Mullen

Enclosure

Cc: Rorie E. Patterson
Paul Dexter, Esq.
D. Maurice Kreis, Consumer Advocate

Liberty Utilities (EnergyNorth Natural Gas) Corp.
5020 Call Answering Report
Month Ending April 30, 2021

Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
April 2021

<u>Month</u>	<u>Year</u>	<u>Calls Answered in 30 Seconds</u>	<u>Total Calls Offered</u>	<u>% Calls Answered in 30 Sec for Month</u>
January	2021	14,318	15,743	90.9%
February	2021	13,982	14,671	95.3%
March	2021	17,562	18,552	94.7%
April	2021	15,157	16,064	94.4%
May	2021			
June	2021			
July	2021			
August	2021			
September	2021			
October	2021			
November	2021			
December	2021			
YTD Total		61,019	65,030	93.8%

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