

**Granite State Electric Company d/b/a National Grid
Call Answering Report
December 2008**

Pre-CSS Conversion Period:

<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>
January	2007	7,554	8,378	90.2%	91.3%
February	2007	4,106	4,569	89.9%	91.0%
March	2007	4,634	5,106	90.8%	90.7%
April	2007	7,560	8,847	85.5%	90.1%
May	2007	5,537	6,172	89.7%	90.2%
June	2007	6,311	6,905	91.4%	89.9%
July	2007	5,845	6,636	88.1%	89.8%
August	2007	6,618	8,074	82.0%	89.2%
September	2007	5,166	6,308	81.9%	88.5%
October	2007	4,891	5,993	81.6%	87.6%
November	2007	4,566	5,293	86.3%	87.3%
December	2007	5,070	5,647	89.8%	87.1%
12 Month Total		67,858	77,928	87.1%	

CSS Transition Period:

<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>
January	2008	5,668	6,421	88.3%
February	2008	3,906	6,012	65.0%
March	2008	5,262	6,881	76.5%
April	2008	5,926	6,862	86.4%
May	2008	5,895	8,842	66.7%
June	2008	9,084	10,512	86.4%
6 Month Total		35,741	45,530	78.5%

Post-CSS Transition Period:

<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>
July	2008	9,349	10,377	90.1%
August	2008	7,229	8,973	80.6%
September	2008	8,697	10,672	81.5%
October	2008	7,684	10,314	74.5%
November	2008	6,522	7,941	82.1%
December	2008	19,609	20,612	95.1%
6 Month Total		59,090	68,889	85.8%

Notes:

- "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.
- The new Customer Service System (CSS) was implemented on January 21, 2008.

**EnergyNorth Natural Gas, Inc. d/b/a National Grid NH
Call Answering Report
December 2008**

<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>
January	2008	11,303	12,193	92.7%	82.9%
February	2008	9,959	10,646	93.5%	83.5%
March	2008	9,773	11,291	86.6%	83.8%
April	2008	10,287	12,467	82.5%	84.0%
May	2008	8,714	12,214	71.3%	83.4%
June	2008	8,564	11,776	72.7%	82.4%
July	2008	7,936	11,951	66.4%	81.3%
August	2008	5,168	11,226	46.0%	78.8%
September	2008	9,935	12,924	76.9%	78.6%
October	2008	9,334	13,934	67.0%	77.7%
November	2008	9,139	11,455	79.8%	77.4%
December	2008	8,959	11,554	77.5%	75.9%
12 Month Total		109,072	143,632	75.9%	

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.