

**EnergyNorth Natural Gas, Inc. d/b/a National Grid NH  
Call Answering Report  
January 2010**

<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>
February	2009	10,281	12,037	85.4%	73.7%
March	2009	10,010	11,398	87.8%	73.8%
April	2009	10,384	11,315	91.8%	74.5%
May	2009	10,711	11,295	94.8%	76.4%
June	2009	11,787	12,057	97.8%	78.4%
July	2009	12,043	12,228	98.5%	81.1%
August	2009	10,313	11,600	88.9%	84.5%
September	2009	12,616	13,996	90.1%	86.2%
October	2009	12,097	15,621	77.4%	87.1%
November	2009	10,760	12,007	89.6%	87.8%
December	2009	9,129	11,059	82.5%	88.2%
January	2010	8,699	11,021	78.9%	88.2%
<b>12 Month Total</b>		<b>128,830</b>	<b>145,634</b>	<b>88.5%</b>	

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.