

EnergyNorth Natural Gas, Inc. d/b/a National Grid NH
Call Answering Report
January 2011

<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	2010	9,167	10,785	85.0%	88.2%
March	2010	10,132	11,726	86.4%	88.3%
April	2010	9,920	11,036	89.9%	88.2%
May	2010	10,682	11,525	92.7%	87.5%
June	2010	11,016	11,742	93.8%	87.7%
July	2010	10,163	11,114	91.4%	87.1%
August	2010	11,023	11,988	92.0%	87.3%
September	2010	10,696	13,159	81.3%	86.5%
October	2010	10,505	14,347	73.2%	86.1%
November	2010	8,064	11,386	70.8%	84.6%
December	2010	7,456	10,637	70.1%	83.7%
January	2011	8,692	11,208	77.6%	83.6%
12 Month Total		117,516	140,653	83.6%	

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.