

EnergyNorth Natural Gas, Inc. d/b/a National Grid NH
Call Answering Report
January 2012

<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	2011	8,780	10,988	79.9%	83.2%
March	2011	11,073	11,967	92.5%	83.7%
April	2011	11,538	12,228	94.4%	84.1%
May	2011	11,313	12,909	87.6%	83.7%
June	2011	11,009	11,736	93.8%	83.7%
July	2011	10,372	11,163	92.9%	83.9%
August	2011	11,229	12,645	88.8%	83.6%
September	2011	11,157	13,378	83.4%	83.8%
October	2011	10,535	14,002	75.2%	84.1%
November	2011	10,319	12,875	80.1%	84.7%
December	2011	9,280	11,505	80.7%	85.5%
January	2012	10,453	11,232	93.1%	86.7%
12 Month Total		127,058	146,628	86.7%	

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.