

EnergyNorth Natural Gas, Inc.
Call Answering Report
August 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>
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%
February	2012	9,600	10,479	91.6%	87.5%
March	2012	9,908	10,212	97.0%	87.8%
April	2012	11,014	11,732	93.9%	87.7%
May	2012	12,100	12,898	93.8%	88.3%
June	2012	11,253	11,531	97.6%	88.6%
July	2012	10,646	10,961	97.1%	88.9%
August	2012	11,588	12,531	92.5%	89.2%
12 Month Total		127,853	143,336	89.2%	

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.