

Granite State Electric Company
Call Answering Report
Dec-2012

<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>
January	2012	6,202	7,218	85.9%
February	2012	6,322	7,166	88.2%
March	2012	6,901	7,810	88.4%
April	2012	7,175	8,131	88.2%
May	2012	7,486	8,586	87.2%
June	2012	7,856	8,920	88.1%
July	2012	5,382	6,272	85.8%
August	2012	7,608	8,498	89.5%
September	2012	6,378	7,166	89.0%
October**	2012	9,168	10,106	90.7%
November	2012	5,076	5,587	90.9%
December***	2012	5,746	6,259	91.8%
12 Month Total		81,300	91,719	88.2%

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.

Note: **revised Call Answering data for October 2012. When the October data was run last month, three (3) outage calls were omitted due to being handled by Upstate NY representatives on behalf of NH. The discrepancy was picked up when compiling the November data and the three outage calls were added in for October. The addition of the three outage calls did not impact the Service Level Performance of 90.7%.

Note: ***total includes an estimated December VRU Completed call figure of 1,850. Actual data was not available due to issues with extraction. If necessary, an amended report will be filed once the actual data is received to reflect any change in total.