

**Liberty Utilities (EnergyNorth Natural Gas) Corp.**  
**Call Answering Report**  
**April 2014**

<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>
May	2013	13,902	16,253	85.5%	83.2%
June	2013	11,057	13,089	84.5%	82.2%
July	2013	11,689	12,753	91.7%	81.9%
August	2013	12,562	13,071	96.1%	82.3%
September	2013	13,087	14,166	92.4%	82.9%
October	2013	11,805	13,884	85.0%	85.0%
November	2013	7,983	14,763	54.1%	81.4%
December	2013	8,748	13,497	64.8%	80.3%
January	2014	9,635	14,444	66.7%	79.5%
February	2014	8,848	12,110	73.1%	79.8%
March	2014	11,414	12,873	88.7%	82.0%
April	2014	10,495	14,337	73.2%	79.4%
<b>12 Month Total</b>		<b>131,225</b>	<b>165,240</b>	<b>79.4%</b>	