

Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
February 2015

| <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> |
|-----------------------|-------------|---|---------------------------------|---|--|
| March | 2014 | 19,938 | 24,143 | 82.6% | 81.4% |
| April | 2014 | 18,226 | 23,886 | 76.3% | 80.6% |
| May | 2014 | 19,872 | 24,809 | 80.1% | 80.3% |
| June | 2014 | 19,255 | 24,161 | 79.7% | 80.0% |
| July | 2014 | 23,303 | 25,242 | 92.3% | 80.6% |
| August | 2014 | 26,916 | 31,714 | 84.9% | 80.4% |
| September | 2014 | 17,759 | 30,419 | 58.4% | 77.3% |
| October | 2014 | 14,607 | 30,975 | 47.2% | 73.8% |
| November | 2014 | 23,012 | 27,446 | 83.8% | 74.9% |
| December | 2014 | 20,302 | 25,095 | 80.9% | 75.7% |
| January | 2015 | 24,489 | 26,510 | 92.4% | 77.3% |
| February | 2015 | 23,712 | 26,735 | 88.7% | 78.3% |
| 12 Month Total | | 251,391 | 321,135 | 78.3% | |

Note: "Total Calls Answered" is measured from when the call leaves the automatic menu system and enters the queue to be "live answered" by a customer service representative. However, a call that never leaves the automatic menu system is also included in the number of calls for purposes of the monthly and annual reported results.

*Note: The monthly service level has exceeded the 80% service level for the past 4 months and the rolling 12 month average has increased over 1% month over month since October. We expect to meet/exceed the monthly service level target for the month of March 2015