

**Granite State Electric
Call Answering, Pre-CSS Conversion
12 Months Ended August 2007**

<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>	<u>% Calls Answered in 20 Sec 12 MTD</u>
September	2006	5,541	6,075	91.2%	92.2%
October	2006	6,281	6,823	92.1%	92.0%
November	2006	4,533	4,923	92.1%	91.8%
December	2006	4,435	4,758	93.2%	91.7%
January	2007	7,554	8,378	90.2%	91.3%
February	2007	4,106	4,569	89.9%	91.0%
March	2007	4,634	5,106	90.8%	90.7%
April	2007	7,560	8,847	85.5%	90.1%
May	2007	5,537	6,172	89.7%	90.2%
June	2007	6,311	6,905	91.4%	89.9%
July	2007	5,413	6,636	81.6%	89.2%
August	2007	6,283	8,074	77.8%	88.3%
12 Month Total		68,188	77,266	88.3%	

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.