

**National Grid-Keyspan
Energy North Calls Answered
September 2007 - December 2007**

<u>Month</u>	<u>Year</u>	<u>Calls Answered in 30 Seconds</u>	<u>Total Calls Offered</u>	<u>% Calls Answered in 30 Sec for Month</u>	<u>% Calls Answered in 30 Sec since 09/2007</u>
September	2007	9,149	11,558	79.2%	79.2%
October	2007				
November	2007				
December	2007				
Total		9,149	11,558	79.2%	

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.