

**Granite State Electric  
Call Answering, Pre-CSS Conversion  
12 Months Ended November 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>
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%
September	2007	4,655	6,308	73.8%	86.8%
October	2007	4,464	5,993	74.5%	85.4%
November	2007	4,291	5,290	81.1%	84.7%
<b>12 Month Total</b>		<b>65,243</b>	<b>77,036</b>	<b>84.7%</b>	

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.

**National Grid-Keyspan  
Energy North Calls Answered  
Month Ended November 2007**

<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>
September	2007	9,149	11,456	79.9%	
October	2007	10,745	14,076	76.3%	
November	2007	10,429	12,608	82.7%	
December	2007				
<b>12 Month Total</b>		<b>30,323</b>	<b>38,140</b>	<b>79.5%</b>	

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.