

**Granite State Electric
Call Answering Report
January 2008**

Pre-CSS Conversion Period:

<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>
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	5,845	6,636	88.1%	89.8%
August	2007	6,618	8,074	82.0%	89.2%
September	2007	5,166	6,308	81.9%	88.5%
October	2007	4,891	5,993	81.6%	87.6%
November	2007	4,566	5,293	86.3%	87.3%
December	2007	5,070	5,647	89.8%	87.1%
12 Month Total		67,858	77,928	87.1%	

CSS Transition Period:

<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>
January	2008	5,668	6,421	88.3%

Notes:

- "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.
- The new Customer Service System (CSS) was implemented on January 21, 2008. For a period of at least six months from the first calendar month in which CSS is implemented, the Company must meet or exceed a service level of no less than 80% of calls answered within 30 seconds.

**National Grid-Keyspan
EnergyNorth Calls Answered
Month Ended January 2008**

<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	10,604	10,996	96.4%	
January	2008	11,303	12,193	92.7%	
5 Month Total		52,230	61,329	85.2%	

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.