

**Granite State Electric Company d/b/a National Grid
Call Answering Report
April 2009**

Pre-CSS Conversion Period:

	<u>Calls Answered in 20 Seconds</u>	<u>Total Calls Answered</u>	<u>% Calls Answered in 20 Sec 12 MTD</u>
12 Month Total - 2007	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	5,423	6,124	88.6%
February	2008	4,077	6,270	65.0%
March	2008	5,266	6,920	76.1%
April	2008	5,896	6,862	85.9%
May	2008	5,998	8,842	67.8%
June	2008	8,884	10,512	84.5%
6 Month Total		35,544	45,530	78.1%

Post-CSS Transition 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>
July	2008	9,503	10,377	91.6%
August	2008	7,463	8,973	83.2%
September	2008	8,838	10,672	82.8%
October	2008	7,946	10,314	77.0%
November	2008	6,770	7,988	84.8%
December	2008	19,907	20,612	96.6%
January	2009	5,376	6,800	79.1%
February	2009	4,756	5,799	82.0%
March	2009	12,127	12,936	93.7%
April	2009	10,378	11,120	93.3%
10 Month Total		93,064	105,591	88.1%

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.

**EnergyNorth Natural Gas, Inc. d/b/a National Grid NH
Call Answering Report
April 2009**

<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>
May	2008	8,714	12,214	71.3%	83.4%
June	2008	8,564	11,776	72.7%	82.4%
July	2008	7,936	11,951	66.4%	81.3%
August	2008	5,168	11,226	46.0%	78.8%
September	2008	9,935	12,924	76.9%	78.6%
October	2008	9,334	13,934	67.0%	77.7%
November	2008	9,139	11,455	79.8%	77.4%
December	2008	8,959	11,554	77.5%	75.9%
January	2009	9,498	13,085	72.6%	74.2%
February	2009	10,281	12,037	85.4%	73.7%
March	2009	10,010	11,398	87.8%	73.8%
April	2009	10,384	11,315	91.8%	74.5%
12 Month Total		107,924	144,871	74.5%	

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.