

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

<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>
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%
May	2009	9,524	10,418	91.4%
June	2009	8,487	9,484	89.5%
July	2009	8,553	9,230	92.7%
<b>12 Month Total</b>		<b>110,125</b>	<b>124,346</b>	<b>88.6%</b>

**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.

**EnergyNorth Natural Gas, Inc. d/b/a National Grid NH  
Call Answering Report  
July 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>
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%
May	2009	10,711	11,295	94.8%	76.4%
June	2009	11,787	12,057	97.8%	78.4%
July	2009	12,043	12,228	98.5%	81.1%
<b>12 Month Total</b>		<b>117,250</b>	<b>144,509</b>	<b>81.1%</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.