

**Granite State Electric Company d/b/a National Grid
Call Answering Report
September 2010**

<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>
October	2009	9,882	12,053	82.0%
November	2009	10,280	12,462	82.5%
December	2009	10,530	12,558	83.9%
January	2010	12,484	14,242	87.7%
February	2010	14,281	16,126	88.6%
March	2010	10,304	12,432	82.9%
April	2010	7,700	10,023	76.8%
May	2010	7,025	9,306	75.5%
June	2010	7,638	8,643	88.4%
July	2010	7,460	8,461	88.2%
August	2010	7,995	9,082	88.0%
September	2010	7,246	8,590	84.4%
12 Month Total		112,825	133,978	84.2%

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.