

**Granite State Electric Company d/b/a National Grid  
Call Answering Report  
November 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>
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	7,303	8,647	84.5%
October	2010	7,862	8,844	88.9%
November	2010	5,864	6,529	89.8%
<b>12 Month Total</b>		<b>106,446</b>	<b>124,893</b>	<b>85.2%</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.