

**Granite State Electric Company d/b/a National Grid
Call Answering Report
April 2011**

<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>
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%
December	2010	7,350	7,996	91.9%
January	2011	5,530	6,195	89.3%
February	2011	5,533	6,163	89.8%
March	2011	10,035	10,906	92.0%
April	2011	6,067	6,681	90.8%
12 Month Total		85,662	97,453	87.9%

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.