

Granite State Electric Company d/b/a National Grid
Call Answering Report
May 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> |
|-----------------------|-------------|---|---------------------------------|---|
| 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% |
| May | 2011 | 5,864 | 6,544 | 89.6% |
| 12 Month Total | | 84,501 | 94,691 | 89.2% |

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.