

EnergyNorth Natural Gas, Inc. d/b/a National Grid NH
Call Answering Report
November 2011

<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>
December	2010	7,456		10,637	70.1%	83.7%
January	2011	8,692		11,208	77.6%	83.6%
February	2011	8,780		10,988	79.9%	83.2%
March	2011	11,073		11,967	92.5%	83.7%
April	2011	11,538		12,228	94.4%	84.1%
May	2011	11,313		12,909	87.6%	83.7%
June	2011	11,009		11,736	93.8%	83.7%
July	2011	10,372		11,163	92.9%	83.9%
August	2011	11,229	*	12,645	88.8%	83.6%
September	2011	11,157		13,378	83.4%	83.8%
October	2011	10,535		14,002	75.2%	84.1%
November	2011	10,319		12,875	80.1%	84.7%
12 Month Total		123,473		145,736	84.7%	

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.

*This figure for August has been updated from what was reported in the Company's prior reports for August, September and October 2011.