

Granite State Electric Company d/b/a National Grid
Call Answering Report
November 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>
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%
June	2011	7,547 *	8,240 *	91.6%
July	2011	6,700	7,326	91.5%
August	2011	10,447 *	11,383 *	91.8%
September	2011	6,228	8,210	75.9%
October	2011	12,689	14,651	86.6%
November	2011	7,898	8,920	88.5%
12 Month Total		91,888	103,215	89.0%

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.

*June & August 2011 Calls Answered updated since prior filings.