

Granite State Electric Company
Call Answering Report
Jun-12

<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>
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%
December	2011	7,075	8,059	87.8%
January	2012	6,202	7,218	85.9%
February	2012	6,322	7,166	88.2%
March	2012	6,901	7,810	88.4%
April	2012	7,175	8,131	88.2%
May	2012	7,486	8,586	87.2%
June	2012	7,856	8,920	88.1%
12 Month Total		92,979	106,380	87.4%

Prepared By: Joanne M Vaclavik
Approved By: Nancy Cianflone, National Grid