

Granite State Electric Company  
5019 Monthly Call Answering Report  
For Month Ending November 30, 2012

Granite State Electric Company  
Call Answering Report  
Nov-2012

<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	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%
July	2012	5,382	6,272	85.8%
August	2012	7,608	8,498	89.5%
September	2012	6,378	7,166	89.0%
October**	2012	9,168	** 10,106	** 90.7%
November	2012	5,076	5,587	90.9%
<b>12 Month Total</b>		<b>82,629</b>	<b>93,519</b>	<b>88.4%</b>

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.

Note: \*\*revised Call Answering data for October 2012. When the October data was run last month, three (3) outage calls were omitted due to being handled by Upstate NY representatives on behalf of NH. The discrepancy was picked up when compiling the November data and the three outage calls were added in for October. The addition of the three outage calls did not impact the Service Level Performance of 90.7%.