

EnergyNorth Natural Gas, Inc. d/b/a National Grid NH
Call Answering Report
August 2013

| <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> |
|-----------------------|-------------|---|---------------------------------|---|--|
| September | 2012 | 11,246 | 13,075 | 86.0% | 89.4% |
| October | 2012 | 11,288 | 14,349 | 78.7% | 89.8% |
| November | 2012 | 9,307 | 12,515 | 74.4% | 89.3% |
| December | 2012 | 7,660 | 10,029 | 76.4% | 89.1% |
| January | 2013 | 8,808 | 11,814 | 74.6% | 88.7% |
| February | 2013 | 6,951 | 10,294 | 67.5% | 85.8% |
| March | 2013 | 9,013 | 11,279 | 79.9% | 84.5% |
| April | 2013 | 11,168 | 12,995 | 85.9% | 83.9% |
| May | 2013 | 13,902 | 16,253 | 85.5% | 83.2% |
| June | 2013 | 11,057 | 13,089 | 84.5% | 82.2% |
| July | 2013 | 11,689 | 12,753 | 91.7% | 81.9% |
| August | 2013 | 12,562 | 13,071 | 96.1% | 82.3% |
| 12 Month Total | | 124,651 | 151,516 | 82.3% | |

Note: "Total Calls Answered" include calls answered by a customer service representative (CSR), calls answered by vendor (CCS), 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.