

Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
May 2014

<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>
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%
September	2013	20,205	22,249	90.8%	83.1%
October	2013	18,217	21,828	83.5%	83.6%
November	2013	14,416	20,524	70.2%	82.7%
December	2013	15,643	22,245	70.3%	81.5%
January	2014	16,887	23,247	72.6%	80.9%
February	2014	15,921	20,652	77.1%	81.2%
March	2014	19,938	24,143	82.6%	81.4%
April	2014	18,226	23,886	76.3%	80.6%
May	2014	19,872	24,809	80.1%	80.3%
12 Month Total		194,633	242,496	80.3%	

Note: "Total Calls Answered" is measured from when the call leaves the automatic menu system and enters the queue to be "live answered" by a customer service representative. However, a call that never leaves the automatic menu system is also included in the number of calls for purposes of the monthly and annual reported results.

Measurement of EnergyNorth's Call Answering Service Level

Background

In the Settlement Agreement – Docket No. DG 11-040 Liberty Energy and Liberty Energy NH agreed to the following conditions:

- Energy North commits to answering 80% of its calls within 30 seconds.
- Timing of a call answered is measured from when the call leaves the automated menu system and enters the queue to be “live answered” by a customer service representative. However, a call that never leaves the automated system is included in the number of calls for purposes of the monthly and annual reported results.

Since the conversion to our new Cisco Telecom Platform in September, 2013 Liberty Utilities NH submitted a monthly report capturing Calls Answered in 30 Seconds, Total Calls Answered, Percent of Calls Answered in 30 Seconds for the Month and a rolling 12 Month Total. This report captured only calls answered by the CSR and did not include calls completed in the VRU.

Issue

In May of 2014 Liberty Utilities identified that this reporting is inconsistent with the historical submissions prior to September 2013.

Corrective Action

We revised our reports from September 2013 to April 2014 and included “live answer” calls and calls handled in the VRU to our results.

Results

Beginning in May 2014 our Call Answering Report has been updated to reflect “calls answered” to include calls answered by a customer service representative (CSR) and calls completed within the Voice Response Unit.

Based on these revisions, the Service Level (SL) achievement for EnergyNorth for May is 80.1% and the rolling 12-month total is 80.3%.

Additional Insights

Call Volumes are higher than reported by National Grid. Some of the increased volumes are related to:

- New VRU prompts and features
- New account numbers
- Conversion to new bill layout
- Confusion on SPA (Special Payment Arrangement) and Budget presentation

- Increase calls due to collection activity
- Billing delays in Nov, Jan and Feb

During the review process, Liberty discovered that one of the “live answer” queues had an incorrect SL programmed into the system. The general queue was set to a SL target we are measured on in Illinois, Iowa, Missouri and Georgia (90 percent of calls handled in 180 seconds). We escalated this to our vendor and changed the SL to 80 percent of calls handled in 30 seconds.

Additional Corrective Action

As a result of this discrepancy Liberty Utilities and our vendor Dimension Data (responsible for the original set up) undertook an audit of the telecom set up and configuration.

We also:

- Confirmed all Service Levels have been accurately set.
- Created a system generated report to identify calls handled in the IVR and calls transferred to vendor for automated handling.
- Created a system generated report to capture calls answered in 10, 20 and 30 second intervals.
- Reviewed all reports with the vendor for accuracy.