

Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
June 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>
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%
June	2014	19,255	24,161	79.7%	80.0%
12 Month Total		202,831	253,568	80.0%	

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.