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

Month	Year	Calls Answered in 30 Seconds	Total Calls Answered	% Calls Answered in 30 Sec for Month	% Calls Answered in 30 Sec 12 MTD
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%
July	2014	23,303	25,242	92.3%	80.6%
August	2014	26,916	31,714	84.9%	80.4%
September	2014	17,759	30,419	58.4%	77.3%
12 Month Total		**226,353**	**292,870**	**77.3%**	

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.

Note: In September, avg calls/day was 1,014 or 1% less than the 1,023 avg calls/day in Aug 2014 and 37% more than than 742 avg calls/day in Sept 2013. September 2014 performance was below target because of the following staffing challenges: 1) A reduction in staff (6 CSRs) due to performance issues, resignations and job opportunities in other parts of the company; and 2) removal of mandatory 12 hours shifts which had been in place since the beginning of July to support GSE conversion. A remediation plan was developed in September to address staffing issues, appropriate supervisor/CSR ratios and training needs. A new hire class of 18 CSRs began training on October 13th and are slated to be on the telephones as of November 3rd. In addition, we are curently recruiting for 3 new management postitions (Customer Service Supervisor, Training & Quality Monitoring Analyst, and Commercial Account & Support Analyst). These positions will be filled on or before November 3rd.