

Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
November 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>
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%
October	2014	14,607	30,975	47.2%	73.8%
November	2014	23,012	27,446	83.8%	74.9%
12 Month Total		231,339	308,939	74.9%	

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: November's call answering level of 83.8% is the result of the Improvement Plan implemented in October that addressed staffing issues, supervisor/CSR ratios and training needs. November performance improved by 77% over October. Call volumes were also lower than in October. Despite exceeding the 80% service level target for the month, the rolling average only increased 1.1% points. Continued focus on exceeding service levels over the next few months will be necessary to raise and meet the rolling 12-month service level. To support this effort, a new hire class started on December 1st and will become fully operational in January.