

Liberty Utilities (Granite State Electric) Corp.
5019 Monthly Call Answering Report
For Month Ending November 30, 2014

Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
Nov-2014

<u>Month</u>	<u>Year</u>	<u>Calls Answered in 20 Seconds</u>	<u>Total Calls Answered</u>	<u>% Calls Answered in 20 Sec for Month</u>
December	2013	5,087	5,575	91.2%
January	2014	6,962	7,718	90.2%
February	2014	6,141	6,969	88.1%
March	2014	6,991	7,951	87.9%
April	2014	7,198	8,214	87.6%
May	2014	6,142	7,468	82.2%
June	2014	7,921	9,137	86.7%
July	2014	9,865	11,222	87.9%
August	2014	13,486	16,036	84.1%
September	2014	7,846	12,604	62.3%
October	2014	6,934	13,253	52.3%
November	2014	10,367	12,732	81.4%
12 Month Total		94,940	118,879	79.9%

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

Note: November's call answering service level of 81.4% is the result of the Improvement Plan implemented in October that addressed staffing issues, supervisor/CSR ratios and training needs. November performance is improved by 53% over October. Call volumes were also lower than in October. Despite exceeding the 80% service level target for the month, the rolling average fell below target by .10%. Continued focus on exceeding service levels over the next couple of months will be necessary to 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.