

Liberty Utilities (Granite State Electric) Corp.
5019 Monthly Call Answering Report
For Month Ending December 31, 2014

**Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
Dec-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>
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%
December*	2014	7,969	10,168	78.4%
12 Month Total		97,822	123,472	79.2%

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: Call answering service level was short 1.6% points from meeting the December service level target. This equates to 161 calls answered within 20 seconds. The rolling 12-month average dropped .7% points. The new hire class completed training in December. We expect to meet/exceed the monthly service level target for the month of January 2015.