

**Liberty Utilities (Granite State Electric) Corp.
 Call Answering Report
 Jan-2015**

| <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> |
|-----------------------|-------------|---|---------------------------------|---|
| 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% |
| January | 2015 | 9,889 | 10,831 | 91.3% |
| 12 Month Total | | 100,749 | 126,585 | 79.6% |

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: January call answering service level improved by 14%. Over 1,900 more calls were answered within service level as compared to December. This resulted in the rolling 12-month average increasing .4% points. We expect to meet/exceed the monthly service level target for the month of February 2015.