

Liberty Utilities (Granite State Electric) Corp.
5019 Monthly Call Answering Report
For Month Ending February 28, 2015

**Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
Feb-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>
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%
February	2015	10,448	12,322	84.8%
12 Month Total		105,056	131,938	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: The service level for the month of February had exceeded the 80% goal; however, the rolling 12 month average remained the same due to the net difference of the Feb 2014 numbers rolling off. See below:

Feb-14	2014	6,141	6,969	88.1%
Feb-15	2015	10,448	12,322	84.8%
Net Difference		4,307	5,353	80.5%