

**Liberty Utilities (EnergyNorth Natural Gas) Corp.**  
**Call Answering Report**  
**April 2015**

<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>
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%
December	2014	20,302	25,095	80.9%	75.7%
January	2015	24,489	26,510	92.4%	77.3%
February	2015	23,712	26,735	88.7%	78.3%
March	2015	26,427	30,826	85.7%	78.7%
April	2015	24,416	31,026	78.7%	78.8%
<b>12 Month Total</b>		<b>264,070</b>	<b>334,958</b>	<b>78.8%</b>	

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.

Call volume increased by 30% in April 2015 vs April 2014. This increase is primarily due to the increased collections activity which was not in place in April 2014. Manpower requirements have been reassessed and corrective actions have been taken.