

**Liberty Utilities (Granite State Electric) Corp.  
 Call Answering Report  
 Apr-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>
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%
March	2015	9,902	12,040	82.2%
April	2015	8,685	11,370	76.4%
<b>12 Month Total</b>		<b>109,454</b>	<b>139,183</b>	<b>78.6%</b>

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.

Call volume increased by 38% in April 2015 vs. April 2014. This increase is driven in part by collections activity. In addition, the average length of calls has increased to handle multiple transactions required for collection related calls. Manpower requirements have been reassessed and corrected.