

Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
June 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> |
|-----------------------|-------------|---|---------------------------------|---|--|
| 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% |
| May | 2015 | 28,150 | 30,010 | 93.8% | 80.1% |
| June | 2015 | 29,512 | 31,287 | 94.3% | 81.4% |
| 12 Month Total | | 282,605 | 347,285 | 81.4% | |

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.