

Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
November 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>
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%
July	2015	25,098	26,132	96.0%	81.7%
August	2015	23,601	24,636	95.8%	82.4%
September	2015	23,712	24,852	95.4%	85.5%
October	2015	23,137	30,760	75.2%	88.9%
November	2015	21,000	22,467	93.4%	88.9%
12 Month Total		293,556	330,336	88.9%	

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.