

Liberty Utilities (Granite State Electric) Corp.
5019 Monthly Call Answering Report
For Month Ending October 31, 2016

**Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
October 2016**

<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>
November	2015	7,215	7,785	92.6%
December	2015	6,978	7,321	95.3%
January	2016	6,743	7,180	93.9%
February	2016	7,598	7,906	96.1%
March	2016	7,388	7,893	93.6%
April	2016	6,471	7,896	82.0%
May	2016	7,704	8,665	88.9%
June	2016	10,094	11,786	85.6%
July	2016	9,101	10,269	88.6%
August	2016	10,390	11,716	88.7%
September	2016	9,857	10,816	91.1%
October	2016	10,145	11,322	89.6%
12 Month Total		99,684	110,555	90.2%

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.