



Stephen R. Hall
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December 22, 2016

Via ERF and US Mail

Debra A. Howland
Executive Director
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, NH 03301-2429



**Re: DG 11-040 Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities
Annual Residential Customer Satisfaction Survey - 2016**

Dear Ms. Howland:

On behalf of Liberty Utilities, this annual report is provided pursuant to Section V(D)(3)(e) of the Settlement Agreement in Docket No DG 11-040 approved by Order No. 25,370. Please note that this report has been filed via the Commission's Electronic Report Filing System.

We are pleased to report that overall customer satisfaction (including price) for EnergyNorth increased sharply from 73% in 2015 to 80% in 2016, an increase of 7 percentage points. This increase is the direct result of process improvements, as well as increased supervision and training of employees. These results are also supported by call answering service levels and billing timeliness that consistently exceed targets.

The Key Indicators charts on pages 7-8 show that satisfaction scores increased for 8 of the 10 indicators in 2016. Among non-price factors, the largest increases were for:

- **Communications:** The largest increase in satisfaction was for customer communication, which increased from 59% in 2015 to 68% in 2016.
- **Bill/Statement Accuracy:** Satisfaction also increased significantly from 68% in 2015 to 75% in 2016.
- **Customer Service:** Satisfaction increased from 65% in 2015 to 71% in 2016, rebounding back to 2013 levels.
- **Payment Options:** Satisfaction increased from 67% in 2015 to 73% in 2016.

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We are extremely pleased with the improvement in customer satisfaction and will continue our efforts to further improve customer satisfaction in the future.

Thank you for your assistance with this matter. Please do not hesitate to contact me should you have any questions.

Sincerely,

A handwritten signature in black ink, reading "Stephen R. Hall". The signature is written in a cursive style with a large, stylized "S" and "H".

Stephen R. Hall

Enclosure

cc: Service List