

Liberty Utilities (Energy North Natural Gas) Corp.
5020 Call Answering Report
Month Ending January 31, 2017

Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
January 2017

<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>
February	2016	21,975	22,660	96.9%	90.7%
March	2016	22,790	24,091	94.6%	91.5%
April	2016	23,475	28,473	82.4%	91.9%
May	2016	23,608	26,223	90.0%	91.6%
June	2016	23,178	25,836	89.7%	91.1%
July	2016	21,316	23,329	91.4%	90.7%
August	2016	23,512	24,667	95.3%	90.7%
September	2016	22,400	24,258	92.3%	90.4%
October	2016	23,597	26,048	90.6%	92.0%
November	2016	22,314	23,441	95.2%	92.2%
December	2016	20,187	20,888	96.6%	92.2%
January	2017	19,810	20,983	94.4%	92.2%
12 Month Total		268,162	290,897	92.2%	

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.