

Liberty Utilities (Granite State Electric) Corp.
5019 Monthly Call Answering Report
For Month Ending January 31, 2017

**Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
January 2017**

<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>	<u>% Calls Answered in 20 Sec 12 MTD</u>
February	2016	7,598	7,906	96.1%	89.2%
March	2016	7,388	7,893	93.6%	90.2%
April	2016	6,471	7,896	82.0%	91.0%
May	2016	7,704	8,665	88.9%	90.8%
June	2016	10,094	11,786	85.6%	90.3%
July	2016	9,101	10,269	88.6%	90.1%
August	2016	10,390	11,716	88.7%	89.4%
September	2016	9,857	10,816	91.1%	88.9%
October	2016	10,145	11,322	89.6%	90.2%
November	2016	8,679	9,137	95.0%	90.4%
December	2016	8,415	8,893	94.6%	90.4%
January	2017	8,436	9,124	92.5%	90.3%
12 Month Total		104,278	115,423	90.3%	

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.