Liberty Utilities

Stephen R. Hall
Director, Rates & Regulatory Affairs
O: 603-216-3523
E: Stephen.Hall@libertyutilities.com

March 7, 2017

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NH PUBLIC
UTILITIES
COMMISSION

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
Monthly Call Answering Report – February 2017**

Dear Ms. Howland:

In connection with Order No. 25,370 issued in the above docket, enclosed for filing please find Liberty Utilities' Monthly Call Answering Report. Please note this report has been filed via the Commission's Electronic Report Filing System.

Thank you for your assistance with this matter. Please do not hesitate to call if you have any questions.

Sincerely,

Stephen R. Hall

Stephen R. Hall

Enclosure

cc: Service List
        OCA Litigation

5020

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

Month	Year	Calls Answered in 30 Seconds	Total Calls Answered	% Calls Answered in 30 Sec for Month	% Calls Answered in 30 Sec 12 MTD
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%
February	2017	19,419	20,484	94.8%	92.0%
12 Month Total		**265,606**	**288,721**	**92.0%**	

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.