



Stephen R. Hall
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April 19, 2018



Via ERF and US Mail

Amanda Noonan
Director, Consumer Services & External Affairs
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
Call Answering – March 2018**

Dear Ms. Noonan:

Pursuant to page 2, Item 3 of the Settlement Agreement Pertaining to Liberty's Motion for Rehearing in the above referenced 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 attention to this matter. Please do not hesitate to call if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Stephen R. Hall".

Stephen R. Hall

Enclosure

cc: Rorie E. Patterson
Paul Dexter, Esq.
D. Maurice Kreis, Consumer Advocate

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Liberty Utilities (EnergyNorth Natural Gas) Corp.
Call Answering Report
March 2018

<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>
January	2018	17,661	18,805	93.9%
February	2018	16,626	18,687	89.0%
March	2018	19,792	21,903	90.4%
April	2018			#DIV/0!
May	2018			#DIV/0!
June	2018			#DIV/0!
July	2018			#DIV/0!
Aug	2018			#DIV/0!
September	2018			#DIV/0!
October	2018			#DIV/0!
November	2018			#DIV/0!
December	2018			#DIV/0!
YTD Total		54,079	59,395	91.0%

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.