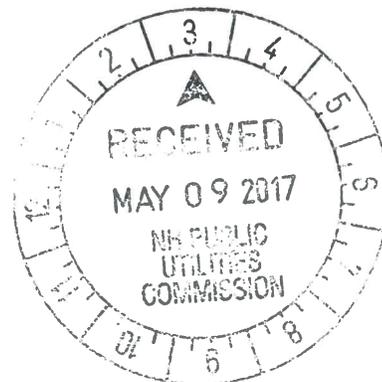




Stephen R. Hall
Director, Rates & Regulatory Affairs
O: 603-216-3523
E: Stephen.Hall@libertyutilities.com

May 9, 2017



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: DE 16-383 Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities
Monthly Call Answering Report – April 2017**

Dear Ms. Howland:

Consistent with Section II K 1 of the Settlement Agreement in Docket No. DE 16-383 and approved by Order No. 26,005 (April 12, 2017), 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,

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

Stephen R. Hall

Enclosure

cc: OCA Litigation

Liberty Utilities (Granite State Electric) Corp.
5019 Monthly Call Answering Report
For Month Ending April 30, 2017

Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
April 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> |
|-----------------------|-------------|---|---------------------------------|---|--|
| 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% |
| February | 2017 | 7,717 | 8,282 | 93.2% | 90.2% |
| March | 2017 | 9,954 | 10,627 | 93.7% | 90.2% |
| April | 2017 | 9,017 | 9,888 | 91.2% | 90.9% |
| 12 Month Total | | 109,509 | 120,525 | 90.9% | |

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.