



Stephen R. Hall  
Director, Rates & Regulatory Affairs  
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December 18, 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 – November 2017**

Dear Ms. Howland:

Pursuant to 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: Service List

5019

15 Buttrick Rd., Londonderry, NH 03053

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

**Liberty Utilities (Granite State Electric) Corp.  
Call Answering Report  
November 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>
January	2017	N/A	N/A	N/A	N/A
February	2017	N/A	N/A	N/A	N/A
March	2017	N/A	N/A	N/A	N/A
April	2017	N/A	N/A	N/A	N/A
May	2017	9,366	10,160	92.2%	92.2%
June	2017	9,504	10,239	92.8%	92.5%
July	2017	9,709	10,402	93.3%	92.8%
August	2017	9,913	10,465	94.7%	93.3%
September	2017	9,104	9,673	94.1%	93.4%
October	2017	10,269	10,923	94.0%	93.5%
November	2017	7,063	7,704	91.7%	93.3%
December	2017				
<b>12 Month Total</b>		<b>64,928</b>	<b>69,566</b>	<b>93.3%</b>	

<p>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.</p>
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