



Stephen R. Hall  
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January 8, 2018

**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 – December 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". The signature is written in a cursive, flowing style.

Stephen R. Hall

Enclosure

cc: Service List

5019

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

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

| <u>Month</u>          | <u>Year</u> | <u>Calls Answered<br/>in 20 Seconds</u> | <u>Total Calls<br/>Answered</u> | <u>% Calls Answered<br/>in 20 Sec for Month</u> | <u>% Calls Answered<br/>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        | 6,199                                   | 6,685                           | 92.7%   | 93.3%  |
| <b>12 Month Total</b> |             | <b>71,127</b>                           | <b>76,251</b>                   | <b>93.3%</b>                                    | 93.3%  |

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.