



Stephen R. Hall  
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March 21, 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: DE 16-383 Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities  
Call Answering – February 2018**

Dear Ms. Noonan:

Pursuant to Section II(K)(1) of the Settlement Agreement approved by Commission Order No. 26,005 (April 12, 2017) 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

5019

Liberty Utilities (Granite State Electric) Corp.  
5019 Monthly Call Answering Report  
For Month Ending February 28, 2018

Liberty Utilities (Granite State Electric) Corp.  
Call Answering Report  
February 2018

<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>
January	2018	6,519	6,872	94.9%
February	2018	5,858	6,460	90.7%
March	2018			
April	2018			
May	2018			
June	2018			
July	2018			
August	2018			
September	2018			
October	2018			
November	2018			
December	2018			
<b>YTD Total</b>		<b>12,377</b>	<b>13,332</b>	<b>92.8%</b>

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.