



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

May 16, 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 – April 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

15 Buttrick Rd., Londonderry, NH 03053

Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
April 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	7,797	8,332	93.6%
April	2018	6,900	7,497	92.0%
May	2018			
June	2018			
July	2018			
August	2018			
September	2018			
October	2018			
November	2018			
December	2018			
YTD Total		27,074	29,161	92.8%

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.