



Steven E. Mullen
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April 5, 2021

Via Electronic Report Filing

Amanda Noonan
Director, Consumer Services & External Affairs
New Hampshire Public Utilities Commission
21 South Fruit St., Suite 10
Concord, NH 03301-2429

Dear Ms. Noonan:

**Re: DE 16-383; Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty
Call Answering – March 2021**

Enclosed for filing please find Liberty's 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 'Steven E. Mullen'. The signature is written in a cursive, flowing style.

Steven E. Mullen

Enclosure

Cc: Rorie E. Patterson
Paul Dexter, Esq.
D. Maurice Kreis, Consumer Advocate

Liberty Utilities (Granite State Electric) Corp.
5019 Monthly Call Answering Report
For Month Ending March 31, 2021

**Liberty Utilities (Granite State Electric) Corp.
Call Answering Report
March 2021**

<u>Month</u>	<u>Year</u>	<u>Calls Answered in 20 Seconds</u>	<u>Total Calls Offered</u>	<u>% Calls Answered in 20 Sec for Month</u>
January	2021	6,788	7,515	90.3%
February	2021	6,226	6,613	94.1%
March	2021	6,991	7,399	94.5%
April	2021			
May	2021			
June	2021			
July	2021			
August	2021			
September	2021			
October	2021			
November	2021			
December	2021			
YTD Total		20,005	21,527	92.9%

<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>
