

11 Hillside Drive
Nashua, NH 03064
May 4, 2012

Ms. Debra Howland, Executive Director & Secretary
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03302



Subject: Order of Notice DG 11-040 – National Grid Gas Utility Service

Dear Ms. Howland:

Enclosed please find a copy of the letter sent to both National Grid and Liberty Utilities informing them of the public comment letter submitted to the Public Utilities Commission about problems with National Grid and new residential service requests.

The Summary of Settlement Agreement filed April 9, 2012 describes the transition process where National Grid will continue to provide services to Liberty Utilities for as long ~~as long as~~ 2 years.

This implies that future requests for residential gas service installation involving engineering, cost estimates and customer contact could be handled by National Grid up until end of the transition time. While ownership will change, the processes in place will not reflect this.

The issues raised in the public comment letter involving National Grid should be considered urgent and addressed early in the transition. The Commission should require that the 6 month reports described in the Summary contain information on progress toward resolving these types of customer issues.

Sincerely,

A handwritten signature in cursive script that reads "Steven M. Lapinskas".

Steven M. Lapinskas

Enclosure

07/04/2012