



ChristiAne Mason  
Director/Head  
Regulatory, Government & Community  
C: 603-856-4231  
E: [ChristiAne.Mason@libertyutilities.com](mailto:ChristiAne.Mason@libertyutilities.com)

October 1, 2012

**Via Hand Delivery and Electronic Mail**

Debra A. Howland  
Executive Director  
New Hampshire Public Utilities Commission  
21 S. Fruit Street, Suite 10  
Concord, NH 03301



**Re: DG 11-040 Granite State Electric Company, EnergyNorth Natural Gas, Inc. and  
National Grid  
Customer Service Metrics - August 31, 2012**

Dear Ms. Howland:

On behalf of National Grid USA and National Grid NE Holdings 2 LLC ("National Grid") and Granite State Electric Company and EnergyNorth Natural Gas, Inc. (the "Companies"), I enclose an original and six copies of the Performance Report for August 2012. This monthly report is being provided pursuant to Attachment N, Section II of the Settlement Agreement in DG 11-040 approved by Order 25,370.

Thank you for your assistance with this matter. Please do not hesitate to contact me should you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "ChristiAne G. Mason".

ChristiAne G. Mason

Enclosures

cc: Victor Del Vecchio  
[Celia.obrien@us.ngrid.com](mailto:Celia.obrien@us.ngrid.com)  
Rorie E.P. Hollenberg, Esq.  
[ocalitigation@oca.nh.gov](mailto:ocalitigation@oca.nh.gov)

PUC OCT01'12 PM 3:46