



ChristiAne Mason
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November 19, 2012

Via Electronic and US Mail

Debra A. Howland
Executive Director
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, NH 03301-2429



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

Dear Ms. Howland:

On behalf of National Grid USA and National Grid NE Holdings 2 LLC ("National Grid"), Granite State Electric Company and EnergyNorth Natural Gas, Inc. (the "Companies"), I enclose the Customer Metrics Report for October 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 black ink, appearing to read "ChristiAne G. Mason".

ChristiAne G. Mason

Enclosures

cc: celia.obrien@us.ngrid.com
amanda,noonan@puc.nh.gov
ocalitigation@oca.nh.gov
Service List (via electronic mail)

5068-5069