



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

July 30, 2013

NHPUC 31JUL'13PM1:23

**Via Electronic and US Mail**

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

**Re: DG 11-040 National Grid, Granite State Electric Company,  
and EnergyNorth Natural Gas, Inc.  
Customer Service Metrics – June 2013**

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"), this monthly report is 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 call if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "ChristiAne G. Mason". Below the signature, the word "FOR" is written in a stylized, handwritten font.

ChristiAne G. Mason

Enclosure

cc: Celia O'Brien  
Amanda Noonan  
Rorie E. P. Hollenberg

5068/5069