



DG 11-040
NHPUC 3 JAN 14 AM 11:45

Stephen R. Hall
Director, Regulatory & Government
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December 31, 2013

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 – November 2013**

Dear Ms. Howland:

On behalf of National Grid USA and National Grid NE Holdings 2 LLC ("National Grid") and Granite State Electric Company (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.

Please note EnergyNorth information is not provided. As a result of the billing conversion, Liberty will be compiling the billing information and providing it to the Commission on a monthly basis. The information for this report is currently being compiled and will be provided as soon as it is available.

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 that reads "Stephen R. Hall". The signature is fluid and cursive, with the first and last names being more prominent.

Stephen R. Hall

Enclosure

cc: Service List

5068/5069