



DG 11-040

Stephen R. Hall  
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February 27, 2014

**Via Electronic and US Mail**

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

NHPUC FEB28'14 PM 3:38

**Re: DG 11-040 National Grid, Liberty Utilities (Granite State Electric) Corp. and  
Liberty Utilities (EnergyNorth Natural Gas) Corp.  
Customer Service Metrics – January 2014**

Dear Ms. Howland:

On behalf of National Grid USA and National Grid NE Holdings 2 LLC ("National Grid") and Liberty Utilities (Granite State Electric) Corp., 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 that Liberty Utilities (EnergyNorth Natural Gas) Corp.'s metrics 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 written in a cursive, flowing style.

Stephen R. Hall

Enclosure

cc: Service List

5068/5069