



Stephen R. Hall
Director, Regulatory & Government
O: 603-328-2721
E: Stephen.Hall@libertyutilities.com

May 2, 2014

NHPUC 5 MAY 14 PM 1:01

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, Liberty Utilities (Granite State Electric) Corp. and
Liberty Utilities (EnergyNorth Natural Gas) Corp.
Customer Service Metrics – March 2014**

Dear Ms. Howland:

On behalf of National Grid USA and National Grid NE Holdings 2 LLC ("National Grid"), Liberty Utilities (Granite State Electric) Corp. and Liberty Utilities (EnergyNorth Natural Gas) 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.

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, written over a horizontal line.

Stephen R. Hall

Enclosure

cc: Service List

5068/5069