



Stephen R. Hall
Director, Rates & Regulatory Affairs
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October 18, 2016

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 19OCT'16AM11:13

**Re: DG 11-040 Liberty Utilities (Granite State Electric) Corp. and Liberty Utilities
(EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities
Customer Service Metrics – September 2016**

Dear Ms. Howland:

On behalf of Liberty Utilities, this monthly report is provided pursuant to Attachment N, Section II of the Settlement Agreement in Docket No. DG 11-040 approved by Order No. 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".

Stephen R. Hall

Enclosure

cc: Service List
OCA Litigation
Kerri-Lyn Gilpatric

5068/5069