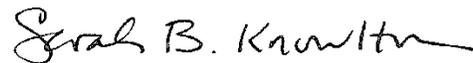


Debra A. Howland
November 13, 2013
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accordance with the time frames reflected in any final rule. In addition, the Company will need a long term waiver of Puc 311.01(c) as neither National Grid's nor the Company's systems post-cutover will maintain recordings of customer calls for more than one year.

Thank you for your consideration of the Company's comments.

Very truly yours,

A handwritten signature in black ink that reads "Sarah B. Knowlton". The signature is written in a cursive style with a long horizontal flourish at the end.

Sarah B. Knowlton

cc: Service list