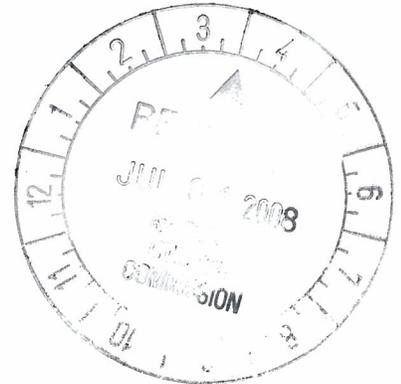


July 1, 2008

VIA HAND DELIVERY & ELECTRONIC MAIL

Ms. Debra A. Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429



Re: DG 06-107; National Grid Reports of Monthly Customer Call Answering Performance

Dear Ms. Howland:

As set forth in the comprehensive settlement agreement approved by the Commission pursuant to Order No. 24,777 in the above-captioned docket, I am submitting the monthly report of Granite State Electric Company d/b/a National Grid ("Granite State" or "Company") regarding customer call answering performance for May 2008. I am also submitting the monthly report of EnergyNorth Natural Gas, Inc. d/b/a National Grid NH for May 2008.

Please note that on January 21, 2008 Granite State implemented the CSS customer billing system. As set forth in the settlement agreement, for a period of six months beginning with the implementation of CSS ("CSS Transition Period"), Granite State will have a goal to answer 80% of customer calls within 30 seconds, with the understanding that the Company is required to provide an explanation if performance in any month drops below this level during the CSS Transition Period. For the month of May 2008, Granite State answered 66.7% of customer calls within 30 seconds. Granite State's call answering performance for the month of May dropped below 80% of calls answered in 30 seconds due to a backlog from the Accounts Processing team in processing back office work. This in turn caused an increase in calls that the Contact Center was not staffed to handle. The call center also lost representatives with no replacements. On May 31, 2008 the Contact Center closed for regular business calls in order to concentrate on the Accounts Processing backlog. They made some improvements in the back office work and the Company has since seen an improvement in call answering times. For the week ending June 14, 2008, call answering percentages were back up to 86.4% for the month. The Company's outside vendor has also added more staff and has been performing within the target service level for the month of June.

Please feel free to contact me at (781) 907-1849 with any questions.

Very truly yours,

Alexandra E. Blackmore

Alexandra E. Blackmore Enclosures

cc: Meredith A. Hatfield, Esq.
Service List (via regular mail)