

November 26, 2008

VIA OVERNIGHT & 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 regarding customer call answering performance for October 2008. I am also submitting the monthly report of EnergyNorth Natural Gas, Inc. d/b/a National Grid NH ("EnergyNorth") for October 2008. Please note that an error was uncovered in the August 2008 report for Energy North. When the report for August was initially prepared, a query was run using a 2007 date instead of a 2008 date. As a result, the percentage of calls answered within 30 seconds for the month of August has been corrected. Procedures have been put in place to avoid any future errors of this nature. I apologize for any inconvenience this may have caused.

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

Very truly yours,

Alexandra E. Blackmore

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Enclosures

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