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Via Electronic Mail and US Mail

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



**Re: DG 06-107 EnergyNorth Natural Gas, Inc and Granite State Electric Company
Annual Report of Customer Call Answering Performance - 2012**

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 and on behalf of EnergyNorth Natural Gas, Inc. ("EnergyNorth") and Granite State Electric Company ("Granite State"), enclosed for filing please find the Annual Report of Customer Call Answering Performance for calendar year ending 2012.

EnergyNorth committed to achieving a call-answering performance standard of 80% of customer calls answered within 30 seconds following the closing of the National Grid/KeySpan merger. Granite State committed to a call-answering performance standard of 80% of customer calls answered within 20 seconds following the closing of the National Grid/KeySpan merger. Both companies re-committed to achieving these performance standards in the comprehensive settlement agreement between Liberty Utilities and National Grid in docket DG 11-040.

As of December 31, 2012, EnergyNorth's average calendar year 2012 performance on call answering was 89.1% of calls answered within 30 seconds. Granite State's average calendar year 2012 performance on call answering was 88.2% of calls answered within 20 seconds. Therefore, the companies met their required performance standard.

The companies are committed to maintaining their call answering performance and continue to report on its call answering performance on a monthly basis as agreed to in DG 11-040.

US MAIL

Thank you for your assistance with this matter. Please do not hesitate to call if you have any questions.

Sincerely,



ChristiAne G. Mason

cc: Celia O'Brien
Amanda Noonan
OCA Litigation