

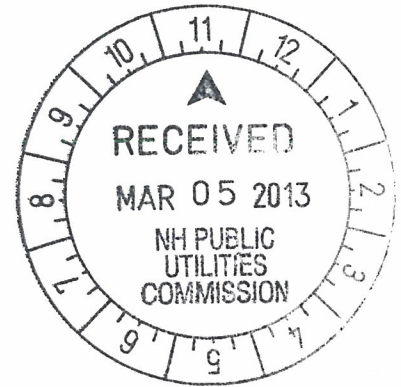


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March 4, 2013

Via Electronic and US Mail

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

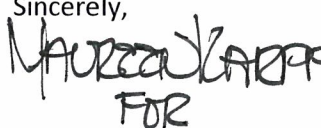


**Re: DG 11-040 Granite State Electric Company and EnergyNorth Natural Gas, Inc.
Post TSA Customer Service and Support and Customer Service Staffing
Contingency Plans**

Dear Ms. Howland:

On behalf of Granite State Electric Company and EnergyNorth Natural Gas, Inc. (the "Companies"), the following plans are provided pursuant to Section V(D)(3)(a) and (b) of the Settlement Agreement in DG 11-040 approved by Order 25,370.

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

Sincerely,

FOR
ChristiAne G. Mason

Enclosures

cc: Celia O'Brien
Lynn Fabrizio
Steve Frink
OCA Litigation

5017/5018