



NHPUC 30PR14M1110

Stephen R. Hall  
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April 1, 2014

**Via Electronic and US Mail**

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

**Re: DG 11-040 National Grid, Liberty Utilities (Granite State Electric) Corp. and  
Liberty Utilities (EnergyNorth Natural Gas) Corp.  
Customer Service Metrics – February 2014**

Dear Ms. Howland:

On behalf of National Grid USA and National Grid NE Holdings 2 LLC ("National Grid") and Liberty Utilities (Granite State Electric) Corp., this monthly report is provided pursuant to Attachment N, Section II of the Settlement Agreement in DG 11-040 approved by Order 25,370.

Please note that Liberty Utilities (EnergyNorth Natural Gas) Corp.'s metrics information is not provided. As we discussed at our meeting with you on March 20, 2014, we are actively assembling all of the metrics for EnergyNorth and will provide that information to you in the near future.

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

Sincerely,

A handwritten signature in black ink that reads "Stephen R. Hall".

Stephen R. Hall

Enclosure

cc: Service List

5068/5069