



Stephen R. Hall  
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January 29, 2015

Via ERF and US Mail

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

NHPUC JAN30'15 PM 4:25

**Re: DG 11-040 Liberty Utilities (Granite State Electric) Corp. and Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities  
Customer Satisfaction Action Plan**

Dear Ms. Howland:

On behalf of Liberty Utilities, this report is provided pursuant to Section V(D)(3)(e)(II) 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 contact me should you have any questions.

Sincerely,

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

Stephen R. Hall

Enclosure

cc: Service List