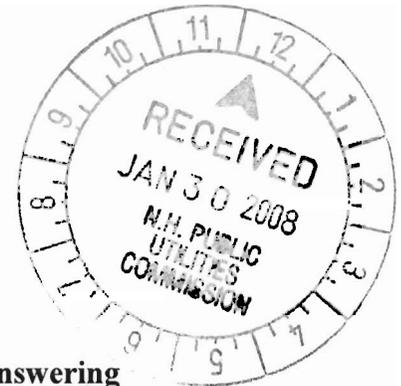


January 29, 2008

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 ("Granite State" or "Company") regarding customer call answering performance for the twelve months ended December 2007. I am also submitting the monthly report of EnergyNorth Natural Gas, Inc. d/b/a KeySpan Energy Delivery New England updated through the month of December 2007.

Please note that Granite State recently identified an error in its reported call answering performance results for the months of July through November 2007. Consequently, the results for these months have been corrected in the enclosed report. In July 2007 a new electronic call answering system called Virtual Hold was installed for Granite State. At that time, Granite State started having a problem with the reporting of calls answered within 20 seconds. The Virtual Hold system started counting while a recorded message was being played rather than when the caller actually entered the queue. This caused a ten second delay in the reporting of calls that were actually answered within 20 seconds. The problem with Virtual Hold was identified and corrected at the end of December and all reporting has been verified to be correct going forward. The Company apologizes for any inconvenience this may cause.

Please feel free to contact me at (508) 389-3243 with any questions.

Very truly yours,

A handwritten signature in cursive script that reads "Alexandra E. Blackmore".

Alexandra E. Blackmore

Enclosures

cc: **Service List** (via regular mail)