

March 28, 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 February 2008. I am also submitting the monthly report of EnergyNorth Natural Gas, Inc. d/b/a National Grid NH updated through the month of February 2008.

Please note that on January 21, 2008 Granite State implemented the CSS customer billing system. As set forth in the settlement agreement, for a period of six months beginning with the implementation of CSS ("CSS Transition Period"), Granite State will have a goal to answer 80% of customer calls within 30 seconds, with the understanding that the Company will be required to provide an explanation if performance in any month drops below this level during the CSS Transition Period. The Company met the goal during the month of January, since CSS was implemented late in the month. However, for the month of February, the Company answered 65% of customer calls within 30 seconds and therefore did not meet the goal. A number of factors contributed to this decline. First, call volume has increased since the implementation of CSS as additional customers have been calling to question the new bill format, new programs, new web functionality, and new automated phone options. Second, the average call handling time has increased significantly with the implementation of the new system as employees adjust to CSS. The average call handling time should improve as call center representatives become more familiar with the new processes and navigation of the new system.

Ms. Debra A. Howland  
March 28, 2008  
Page 2 of 2

Please feel free to contact me at (781) 907-1849 with any questions.

Very truly yours,

*Alexandra E. Blackmore*

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Enclosures

cc: Meredith A. Hatfield, Esq.  
Service List