

October 29, 2009



VIA OVERNIGHT DELIVERY & E-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 Customers 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 regarding customer call answering performance for September 2009. Please note that some of the numbers for previous months have changed in both the calls answered in 20 seconds and total calls answered columns. This change was due to the inclusion of additional skills as part of the analysis. I am also submitting the monthly report of EnergyNorth Natural Gas, Inc. d/b/a National Grid NH for September 2009.

Thank you for your time and attention to this filing. Please feel free to contact me at (781) 907-1833 with any questions.

Very truly yours,

A handwritten signature in blue ink that reads "Stacey M. Donnelly".

Stacey M. Donnelly

Enclosure

cc: Meredith A. Hatfield, Esq.