

December 17, 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 November 2009. I am also submitting the monthly report of EnergyNorth Natural Gas, Inc. d/b/a National Grid NH for November 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,



Stacey M. Donnelly

Enclosure

cc: Meredith A. Hatfield, Esq.