



ChristiAne Mason
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December 20, 2012

Via Electronic and US Mail

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

**Re: DG 11-040 National Grid, Granite State Electric Company,
and EnergyNorth Natural Gas, Inc.
Customer Service Metrics - November 30, 2012**



Dear Ms. Howland:

On behalf of National Grid USA and National Grid NE Holdings 2 LLC ("National Grid"), Granite State Electric Company and EnergyNorth Natural Gas, Inc. (the "Companies"), this monthly report is being provided pursuant to Attachment N, Section 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, appearing to read "ChristiAne G. Mason".

ChristiAne G. Mason

Enclosure

cc: celia.obrien@us.ngrid.com
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