



DG 11-040

NHPUC 20CT13PM1:51

Stephen R. Hall  
Director, Regulatory & Government  
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September 30, 2013

**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 – August 2013**

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 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 call if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Stephen R. Hall".

Stephen R. Hall

Enclosure

cc: Celia O'Brien  
Amanda Noonan  
Rorie E. P. Hollenberg  
Lynn Fabrizio

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