



NHPLIC 2 JUN 21 PM 12:44  
Stephen R. Hall  
Director, Regulatory & Government  
O: 603-216-3523  
E: [Stephen.Hall@libertyutilities.com](mailto:Stephen.Hall@libertyutilities.com)

May 30, 2014

**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, Liberty Utilities (Granite State Electric) Corp. and  
Liberty Utilities (EnergyNorth Natural Gas) Corp.  
Customer Service Metrics – April 2014**

Dear Ms. Howland:

On behalf of National Grid USA and National Grid NE Holdings 2 LLC ("National Grid"), Liberty Utilities (Granite State Electric) Corp. and Liberty Utilities (EnergyNorth Natural Gas) Corp., 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: Service List

5068/5069