



Stephen R. Hall  
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November 13, 2015

**Via Electronic and US Mail**

Debra A. Howland  
Executive Director  
New Hampshire Public Utilities Commission  
21 S. Fruit Street, Suite 10  
Concord, NH 03301-2429

**Re: DG 11-040 Liberty Utilities (Granite State Electric) Corp. and Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities  
Customer Satisfaction Action Plan**

Dear Ms. Howland:

In accordance with Section V(D)(3)(e)(II) of the Settlement Agreement approved by Order No. 25,370 in Docket No. DG 11-040, enclosed for filing please find Liberty Utilities' Customer Satisfaction Action Plan.

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 that reads "Stephen R. Hall".

Stephen R. Hall

Enclosure

cc: Service List

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