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May 5, 2017

Via Electronic Mail and US Mail

Debra A. Howland
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**

Dear Ms. Howland:

In Order No. 26,005 issued April 12, 2017, in Docket No. DE 16-383 (Granite State Rate Case), the Commission approved a settlement agreement that provided, in part,

“Except as specifically modified in this Section II K – Customer Service, all the remaining customer service metrics and requirements from the settlement agreement in DG 11-040 continue to apply to the extent they are still applicable under the terms of that settlement agreement.”

The settlement agreement in Docket No. DG 11-040 contained various reporting requirements that terminated on “Day N plus 365.” Day N is defined as “the date on which all Transition Services have transferred from National Grid to Liberty Energy.” That date occurred on September 30, 2014.

Liberty has been voluntarily providing a monthly report for EnergyNorth and for Granite State beyond the deadline specified in the settlement in Docket No. DG 11-040. The report is titled Customer Service Metrics and it reports on Bill Accuracy, Estimated Bill Percentages, and Percent of Bills With Exceptions for each of the companies. Additionally, Liberty has been providing a Monthly Call Answering Report for EnergyNorth as well as for Granite State. In the recently approved settlement in Docket No. DE 16-383, Liberty agreed to continue to provide a similar call answering report for Granite State.

In order to reduce administrative burden, Liberty will no longer be providing the Customer Service Metrics reports and will also no longer provide the Monthly Call Answering Report for EnergyNorth to the Commission. I note that the reports referenced above have shown that for the last two years, both companies have consistently exceeded the metrics that were specified in the settlement.

Additionally, under the settlement in Docket No. DG 11-040, Liberty has provided an annual report on the results of its customer satisfaction survey for EnergyNorth. The purpose of that provision was to ensure that there would not be a degradation in customer satisfaction and service levels during the transition period from National Grid ownership to Liberty ownership. In addition, Liberty was required to submit an action plan for improving customer satisfaction levels if the Baseline Customer Satisfaction Survey results were below eighty percent, until such time as subsequent customer satisfaction survey percentages exceed eighty percent. Liberty's interpretation of the settlement is that it is no longer required to report on EnergyNorth's customer satisfaction survey results, since EnergyNorth's customer satisfaction survey results in 2016 reached the target specified in the settlement.

Please do not hesitate to call if you have any questions regarding these matters.

Sincerely,

A handwritten signature in black ink that reads "Stephen R. Hall". The signature is written in a cursive, flowing style.

Stephen R. Hall

Enclosure

cc: Service List