



**Liberty Utilities™**

ChristiAne Mason  
Director/Head  
Regulatory, Government & Community  
C: 603-856-4231  
E: [ChristiAne.Mason@libertyutilities.com](mailto:ChristiAne.Mason@libertyutilities.com)

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,

ChristiAne G. Mason

Enclosure

cc: [celia.obrien@us.ngrid.com](mailto:celia.obrien@us.ngrid.com)  
[amanda.noonan@puc.nh.gov](mailto:amanda.noonan@puc.nh.gov)  
[ocalitigation@oca.nh.gov](mailto:ocalitigation@oca.nh.gov)

5068/5069