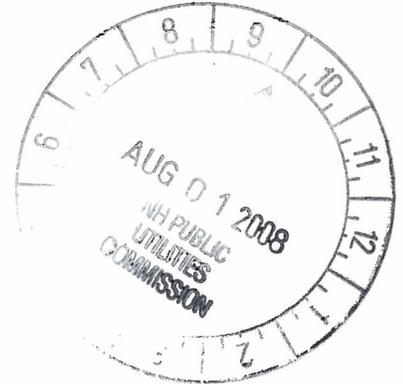


July 31, 2008

VIA OVERNIGHT & ELECTRONIC MAIL

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



Re: DG 06-107; National Grid Reports of Monthly Customer Call Answering Performance

Dear Ms. Howland:

As set forth in the comprehensive settlement agreement approved by the Commission pursuant to Order No. 24,777 in the above-captioned docket, I am submitting the monthly report of Granite State Electric Company d/b/a National Grid ("Granite State") regarding customer call answering performance for June 2008. I am also submitting the monthly report of EnergyNorth Natural Gas, Inc. d/b/a National Grid NH ("EnergyNorth") for June 2008.

Please note that the EnergyNorth call answering report filed in April reflects an error in the percentage of calls answered during the month of March. The April report for EnergyNorth inadvertently omitted CDE calls, which are additional calls satisfied within the IVR system that are not captured on standard IVR reports. However, these calls were included in the original March call answering report. The current report for the month of June reflects the correct percentage of calls answered for March.

In addition, please note that on January 21, 2008 Granite State implemented the CSS customer billing system. As set forth in the settlement agreement, for a period of six months beginning with the implementation of CSS ("CSS Transition Period"), Granite State will have a goal to answer 80% of customer calls within 30 seconds, with the understanding that it is required to provide an explanation if performance in any month drops below this level during the CSS Transition Period. For the month of June 2008, Granite State answered 86.4% of customer calls within 30 seconds.

Please feel free to contact me at (781) 907-1849 with any questions.

Very truly yours,

A handwritten signature in cursive script that reads "Alexandra E. Blackmore".

Alexandra E. Blackmore

Enclosures

cc: Meredith A. Hatfield, Esq.
Service List (via regular mail)