

STATE OF NEW HAMPSHIRE

Inter-Department Communication

NHPUC 21JUL'17AM10:01

DATE: July 21, 2017

AT (OFFICE): NHPUC

FROM: Amanda O. Noonan 

SUBJECT: DG 11-040 Liberty Utilities service metrics

TO: Martin Honigberg
Kathryn Bailey
Debra Howland
F. Anne Ross

CC: Paul Dexter
Steve Frink

On May 5, 2017, Liberty Utilities (Granite State Electric) Corp and Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities submitted a letter in DG 11-040 advising the Commission that it would no longer be providing the Commission with monthly customer service metric performance reports, monthly call answering reports and the annual customer satisfaction survey results for EnergyNorth.

In its letter, Liberty states that it has voluntarily been providing the monthly reports beyond the deadline in the settlement agreement in DG 11-040. Additionally, Liberty stated that as it has met the baseline of 80% on its annual customer satisfaction survey for EnergyNorth, it was no longer required by the settlement agreement in DG 11-040 to continue to provide the Commission with the results of the customer satisfaction survey results for EnergyNorth.

Liberty is mistaken in its assertion that it is no longer required to report to the Commission its performance on the customer service metrics and call answer levels identified in the settlement agreement in DG 11-040. Further, the obligation to provide the Commission with the results of its annual customer satisfaction survey did not go away when EnergyNorth achieved a performance level of 80% on its 2016 customer satisfaction survey.

The settlement agreement in DG 11-040 states that National Grid's potential financial responsibility for Liberty's failure to achieve one or more of the metrics enumerated in the settlement agreement ends on Day N plus 365, where Day N is the date upon which all transition services have transferred from National Grid to Liberty. The settlement

agreement does not state that Liberty is no longer required to report on or to achieve the performance metrics.

Reporting of monthly call answering performance and performance on the annual customer satisfaction survey were established for National Grid in DG 06-107. See Order No. 24,777. These obligations carried forward to Liberty and remain in effect until such time as the Commission modifies its orders in DG 06-107 and DG 11-040 approving the settlement agreements. The monthly reporting of performance for the customer service metrics agreed to in DG 11-040 also have no end date and remain in effect until such time as the Commission modifies its order in DG 11-040 approving the settlement agreement.

Staff recommends the Commission direct Liberty to continue to report EnergyNorth's performance relative to the call answering and the customer service metrics established in DG 11-040 and to continue to provide the Commission with the results of the annual customer satisfaction survey for EnergyNorth.

STEVEN V CAMERINO
NEW HAMPSHIRE ELECTRIC COOPERATIVE
579 TENNEY MTN HIGHWAY
PLYMOUTH NH 03464
camerinos@nhec.com

SCOTT J RUBIN
333 OAK LANE
BLOOMSBURG PA 17815
scott.j.rubin@gmail.com

STEPHEN R ECKBERG
NEW HAMPSHIRE PUBLIC UTILITIES COMM
21 SOUTH FRUIT ST STE 10
CONCORD NH 03301
stephen.eckberg@puc.nh.gov

ALEX SUGERMAN-BROZAN
KRAKOW & SOURIS LLC
225 FRIEND ST
BOSTON MA 02114
alex@krakowsouris.com

STEPHEN R HALL
LIBERTY UTILITIES
15 BUTTRICK RD
LONDONDERRY NH 03053
stephen.hall@libertyutilities.com

SHAWN J SULLIVAN
LAW OFFICES OF SHAWN J SULLIVAN PLLC
10 FERRY ST BOX 12 STE 317
CONCORD NH 03301
sjs@sjsullivanlaw.com

DONALD M KREIS
OFFICE OF CONSUMER ADVOCATE
21 SOUTH FRUIT ST STE 18
CONCORD NH 03301
donald.kreis@oca.nh.gov

PATRICK H TAYLOR
UNITIL ENERGY SYSTEMS INC
6 LIBERTY LANE WEST
HAMPTON NH 03842
taylorp@unitil.com

STEFANIE LAMB
BUSINESS & INDUSTRY ASSOCIATION
122 N MAIN ST
CONCORD NH 03301
slamb@biaofnh.com

DANA NUTE
JORDAN INSTITUTE
49 N MAIN ST
CONCORD NH 03301
dnute@jordaninstitute.org

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DEBRA A HOWLAND
EXECUTIVE DIRECTOR
NHPUC
21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429

- b) Serve an electronic copy with each person identified on the Commission's service list and with the Office of Consumer Advocate.

- c) Serve a written copy on each person on the service list not able to receive electronic mail.

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RATHER THAN WITH THE EXECUTIVE DIRECTOR

DISCOVERY

NHPUC

21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429

SUZANNE AMIDON

NHPUC

21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429

THOMAS FRANTZ

NHPUC

21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429

STEPHEN FRINK

NHPUC

21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429

AL-AZAD IQBAL

NHPUC

21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429

MARK NAYLOR

NHPUC

21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429

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LESZEK STACHOW
NHPUC
21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429

DAVID WIESNER
NHPUC
21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429

ROBERT WYATT
NHPUC
21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429

AMANDA NOONAN
NHPUC
21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429