Consumer Contact Memo 1

Received By: RPR Date Received: 08/05/2004 Time Received: 11:18 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 08/05/2004 Waiting On Due Date: 08/11/2004

Comments: customer complaining about the fact that cables are being supported on Liden Rd in Hill by a 'forked branch'. Customer feels that this type of telephone constructin is unsafe, and respresents a serious safety hazard for those driving down Liden Rd.

Resolution: Jan,
Above named customer is complaining about the fact that the telephone cable on Liden Rd. in Hill is being supported by forked tree branches and as such she feels that it represents a safety hazard to those that drive that road.
Please let me know what your field engineer thinks of this matter.
Thanks,
Bob

customer complaining about the fact that cables are being supported on Liden Rd in Hill by a 'forked branch'. Customer feels that this type of telephone construction is unsafe, and represents a serious safety hazard for those driving down Liden Rd.

Bob Rohnstock
1-603-271-6550

Closed: Yes Date Closed: 08/25/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-08/05/2004-11:18:46:205

Consumer Contact Memo 1

Received By: RPR Date Received: 08/05/2004 Time Received: 11:18 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 08/05/2004 Waiting On Due Date: 08/11/2004

Comments: customer complaining about the fact that cables are being supported on Liden Rd in Hill by a 'forked branch'. Customer feels that this type of telephone constructin is unsafe, and respresents a serious safety hazard for those driving down Liden Rd.

Resolution: Jan,
Above named customer is complaining about the fact that the telephone cable on Liden Rd. in Hill is being supported by forked tree branches and as such she feels that it represents a safety hazard to those that drive that road.
Please let me know what your field engineer thinks of this matter.
Thanks,
Bob

customer complaining about the fact that cables are being supported on Liden Rd in Hill by a 'forked branch'. Customer feels that this type of telephone construction is unsafe, and represents a serious safety hazard for those driving down Liden Rd.

Bob Rohnstock
1-603-271-6550

Closed: Yes Date Closed: 08/25/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-08/05/2004-11:18:46:205

Consumer Contact Memo

2

Received By: RPR Date Received: 08/06/2004 Time Received: 11:57 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 08/06/2004 Waiting On Due Date: 11/17/2004

Comments: customer claims that he has paid the private property construction charges to Verizon. Customer is waitnbg for Verizon to do the work. He has not had any committment from Verizon with regard as to when the work will be done. Customer would like to know when he is to get service for the money he has paid.

Resolution: requested status of this customer's order from jan Quint.

11/15/04----incoming call from customer (11-14-04 on voice mail)---called the customer and he is very appreciative of the work that was done on his behalf in August, but now he needs 'guy' wires to support these poles before the electric company will attach----talked with Jan Quint---she will check to see what is holding this project up

11/17/04---incoming from Jan Q. ---Verizon will be placing the guy wire not later thatn Friday 11/19/04.
let the customer know that Verizon will be there by Friday.

11/18/04----incoming from Jan Q. field people are telling her that they cannont compl=ete the job becuause of un safe issues with The Power Company.
11/18/04 left word to cal with the coustomer----informing him that Verizon is saying that they are not going to do any work until the power company fixes teheir issues.

Closed: Yes Date Closed: 08/25/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-08/06/2004-11:51:43:551

Consumer Contact Memo 3

Received By: KAA

Date Received: 08/18/2004

Time Received: 01:40 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 08/19/2004

Waiting On Due Date:

Comments: Customer claims he placed order with Verizon to transfer service to new address from [redacted] to [redacted] on 7/28. Met with Engineer on that date and Engineer told him he would receive a bill within 10 days to pay and then Verizon would schedule construction once they received payment. Customer claims it has been three weeks and he has not received a bill.

Resolution: Called Jan Quint at Verizon. She will investigate and advise.

8/20: Jan called. Advised she spoke with Engineer. Contract and bill for $1950.00 was mailed to old address on 8/17. Called customer back at 8:50am. LM indicating same. Closed.

8/30: Spoke with Jan. Payment has been received. Job can go to Engineering to be designed and scheduled.

9/10: Spoke with Jan. Engineering completed. Job scheduled for completion on 9/24. Called customer and LM indicating same.

9/17: Jan called. Poles are in. Verizon will notify PSNH so they can run their lines.

9/23: Sent email to Karen Macke to followup:

Kathy,

Here's the latest on [redacted] service:

At this time, the job has not been scheduled.

Batch ID: KTURNER-8/20/2004-09:05:55:360

When the job was inspected on the 20th, customer had not completed required trimming and the meter socket needed to be installed on the proper end of new home. When it was re-inspected on the 21st, only the trimming had been completed. PSNH called today for an update, but was unable to speak with [redacted]. His nephew was unaware if the socket had been installed. At this time, PSNH is waiting for a call from [redacted] confirming that all prerequisites have been completed and are ready for inspection. Once passed, the line work will be scheduled.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

****

Good Morning Karen,

I am following up on this one. Verizon reported to me on 9/17 that all 6 poles are in. Could you please let me know if wiring is done and the customer has service? If not, is there an estimated completion date? Then I can close this one out. Thanks. Kathy

9/23: Called customer and LM confirming the information I rec'd from Karen Macke.

9/24: Karen emailed back. Sent response and LM for customer.

Karen,

Thank you for the information. I will pass on to the customer. The customer calls me regularly for updates, and I know he was hoping to have power in by 10/1. Is there any way to expedite? If not, and the line work begins on 10/7, how quickly after that date can the customer expect to have power? I wasn't sure how many days it takes to do the line work. Thanks. Kathy

-----Original Message-----
From: mackekt@NU.COM [mailto:mackekt@NU.COM]
Sent: Friday, September 24, 2004 7:37 AM
To: Turner, Kathy
Cc: driggga@NU.COM
Subject: Fw[redacted] Update

Kathy,

[redacted] job was reinspected yesterday afternoon and all prerequisites have been met. At this time, we expect line work to begin approx Oct 7.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

9/28: PSNH replied. Can start job on 10/5. Best they can do. Called customer and LM indicating same.

Closed:	Yes	Date Closed:	08/20/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

4

Received By: MLR Date Received: 08/28/2004 Time Received: 08:48 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Anytime on the call back # which is

Contact Information

[redacted]

Account #: [redacted] Method of Contact: Online Docket #:

Reason for Contact: POLES

Staff Responding: MLR Date: 08/31/2004 Waiting On Due Date:
KAA

Comments: Property has a telephone pole with several utilities attached. The pole orginally placed approximately 20 feet in from our stone marker that mark's the corner of the property. We are now building on that lot and the pole is in front of the house. We asked that the pole be moved back to the corner of the property marker and they will not move it unless we pay them thosuand's of dollars between phone company, electric company. I believe that the pole should have been orginally placed at the property lot line instead of the middle of the lot. It is taking away from the property where we are now building house. I cannot beleive we would have to pay thousand's of dollars to have a pole moved that I feel should not have been placed there to begin with even if it was done several years ago.

I spoke with Neil Boyce at Verizon. D'orsy at PSNH
****
8/31 Sent 7 Day letter to Verizon for investigation and response to Kathy.
8/31 Sent email to customer advising of investigation.
****

Resolution: Kathy,

The pole is legally placed. The engineer did go out. If they want us to
figure out the exact cost on moving the pole, the customer would have to pay a $225 advance payment for the Engineer's time to issue and price the job. The engineer gave the customer an estimate.

Jan

****
9/10/04: Based on this response, sent email to customer.

Batch ID:

Good Morning,

I am in receipt of your complaint through our website against Verizon for the improper placement of a pole on your property. I have filed an investigation request with Verizon and they have provided the response below.

Verizon's engineer did go out and took a look at the pole. Their investigation shows that the pole is legally placed. If the customer requests Verizon to figure out the exact cost on moving the pole, the customer would have to pay a $225 advance payment for the engineer's time to issue and price the job. Their records show that the engineer did give you an estimate on the cost of moving this pole.

If you would like to schedule this work to be done, please contact Verizon customer service at 1-800-585-4466.

Sincerely,

Kathy Turner, Utility Analyst
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301
phone 1-800-852-3793
fax 1-603-271-3878
email: kathy.turner@puc.nh.gov

Closed:	Yes	Date Closed:	09/10/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Batch ID:

Consumer Contact Memo 5

Received By: WAS Date Received: 09/08/2004 Time Received: 08:19 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: KAA Date: 09/08/2004 Waiting On Due Date:

Comments: Hi Kathy, This appears to be a Verizon problem (PSNH waiting for poles, etc).
Could you please follow up with Verizon and we can work together on it. I will wait to re-contact customer until after you hear back from Verizon. (see below for original details) Walter

-----Original Message-----
From: mackekt@NU.COM [mailto:mackekt@NU.COM]
Sent: Friday, September 03, 2004 12:55 PM
To: Shyska, Walter
Cc: driggga@NU.COM
Subject: Re[redacted]

Walter,

This project was written back in June 2002 and is designed to move some existing overhead line to underground. It was field checked on Wednesday and there are still no poles (Verizon set area) and no sign of trenching for conduit (customer work). I have a request to the project writer for any additional insight on this, but because of vacation, will not hear back until next week. At this point, though, PSNH cannot build the project until the pre-requisites are met -- poles, conduit, etc. Let me know if I can provide additional assistance on this one.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director

Batch ID: KTURNER-09/10/2004-10:53:30:367

(603) 634-2519 office
(603) 634-2924 fax

"Shyska, Walter"
<Walter.Shyska@pu
c.nh.gov>

To
Karen T. Mackey/NUS@NU
cc
Gloria A. Driggers/NUS@NU
Subject

08/30/2004 04:28
PM

[redacted]

[redacted]

Says she has been waiting for wires to be put UG for the past 3 years. Says you lost the paperwork. Also Verizon involved, says they are waiting on PSNH

What can you tell me about this?
Please advise,

Walter Shyska
Consumer Affairs Representative
NHPUC
21 Fruit St. Suite 10
Concord, NH 03301-2429
(603) 271-2431
1-800-852-3793
walter.shyska@puc.nh.gov

****
9/10 2:55pm. June 2001 built new house wires go across property. Called to request lines buried. Found out that PSNH that does not have an easement and they committed to burying the lines at their cost. Cindy Peterson at Verizon knows who she spoke with.

Resolution: Called customer 10:55am. LM.

9/9 11:30am. LM.

9/10: No calls back. Closed.

9/20 1:21pm. Jan left voicemail advising that Cindy Petersen has been reassigned within Verizon and that she did contact her and she acknowledged that Verizon met wit[redacted] three years ago. Customer needs to have her wire moved, a pole needs to be placed, run conduit, bury cable. Verizon agreed three years ago to do it for free but since it is not service affecting it has not been a high priority. Customer's phone cable is 4' above her deck. Verizon needed to obtain a ROW from an abutting neighbor which has been received. Cindy will ca[redacted] and give her an update on the status of this project.

10/11 10:41am. [redacted] called. Requested status update to her complaint. Called Jan. She will check with Cindy. Verizon will do the work at their cost, but it is not a high priority as it is not a safety or service related issue. She will get back to me with the schedule.

10/18: Jan called. Old Engineer and New Engineer going out to look at the job on 10/20. She will follow up afterwards.

11/2: Per Cheryl at Verizon. Engineer Cindy Peterson went out and spoke with the customer today. Verizon will

install a new pole to raise the wires up above her deck. They are also going to move other cables 50' farther away from the customer's house so that they are no longer a hazard. This work will be completed within 4 weeks. Customer satisfied with resolution.

Closed:	Yes	Date Closed:	09/10/2004	Adjusted Amt:	$0.00
Reopened:	09/20/2004	Date Closed:	09/20/2004		

Batch ID: KTURNER-09/10/2004-10:53:30:367

Consumer Contact Memo 6

Received By: KAA Date Received: 09/21/2004 Time Received: 02:25 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

207-712-2777

Account #: Method of Contact: Call Docket #:

Reason for Contact: INSTALL POLES

Staff Responding: KAA Date: 09/21/2004 Waiting On Due Date:

Comments: Customer claims it is taking Verizon too long to install telephone service at her seasonal residence in Ossipee. Claims she ordered service two months ago and still doesn't have service. She needs poles and lines.

Resolution: Called Cliff Knapp at Verizon. He will investigate and advise. He did confirm that the customer placed her order on 8/15. Verizon sent a contract to the customer and customer sent it back signed with payment on 9/8.

9/22 8:54am. Cliff called with update. Terminal has been placed, working on getting me a commitment date. Right now, service is tentatively scheduled for 9/28.

9/28 10:54am. Cliff called and advised customer got service this morning. Closed memo.

Closed: Yes Date Closed: 09/28/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: KTURNER-10/19/2004-08:28:26:788

Consumer Contact Memo 7

Received By: WAS

Date Received: 10/08/2004

Time Received: 08:35 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL

Staff Responding: WAS
RPR

Date: 11/15/2004

Waiting On Due Date:

Comments:

Customer is building a 2 story addition which requires moving the electric and phone wires. Existing pole at side of driveway will have to be moved. OK with Verizon, but, when pole is moved, an new pole needs to be installed behind the house on someone elses property (for the most economical run).

This "someone else" does not want pole or wires on his property and refuses to give a ROW or easement.

Wayne Hackett of Verizon is working on this, trying to get him to change his mind or come up with an alternative.

Wayne will contact customer [redacted] on Monday or Tuesday (10-12) to let him know if he got him to change his mind. If not, customer will call Bob Rohnstock to discuss possible to conference/discussion to resolve the problem.

Resolution:

Closed: Yes

Date Closed: 11/15/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: WSHYSKA-10/08/2004-08:35:51:796

Consumer Contact Memo 8

Received By: MAL

Date Received: 10/08/2004

Time Received: 01:10 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: MAL

Date: 10/08/2004

Waiting On Due Date:

Comments: Trying to get poles set. Spoke with Verizon Concord office. PSNH waiting for VZ. Paid $5,000 to an electrician. Everyone waiting for the poles. Called Concord office and no call backs. Been going on for 3 years. Stakes in ground then disappeared. Had emergency work last winter. Have sent VZ $225 for a site survey. 30 homes out here. 1 1/2 weeks ago called Verizon in Boston. Dealing with Russell Miles, VZ engineer, 863-3130 x 5713. Ed Landrigan was the original engineer.

Asked [redacted] if he ever paid for the cost of the poles to Verizon. He advised he never received anything about construction charges or the cost of the poles. Advised would contact Verizon but would not have an answer today.

Originally handled by Clifford Short at 543-3098.

Resolution: 1:42 Called Cliff Knapp at Verizon and left call back message on vm. 1:59 vm Cliff called. 2:40 Called Cliff's vm. 3:35 Cliff called. Letter sent August 4th for $225. Outside plant engineer is Mike Mullen. On 9/17/02 VZ went to location with PSNH. Took field notes. Private property. New letter sent to customer on 8/4/04 for $225 for eng. to go out again and stake area and give customer a new quote. Cliff will contact the engineer and find out what's going on. 3:51 Cliff called. Original $225 on 9/17/02. Customer paid 9/23/02. First quote never got worked. $225 put into work to be done (credited toward the cost of the job).

10/12 8:58 Called Cliff's vm for call back. 9:00 vm Cliff called. Restaking of the poles. Pole change in the area. Should have been sent another letter for $225 this year. 9:06 Called Cliff's vm and aksed for date original contract sent out and to whom. 9:07 Called Clifford Short's CBR. Never received original contract for the poles. Need 4 poles. Will have street lights on each one. All private property. Mobile home park. Have the money for the poles. Advised because of private property he can have a general contractor set the poles. 9:15+ Called [redacted]

Batch ID: MLUTZ-10/12/2004-13:07:58:580

CBR and left call back message on answering machine. 11:02 [redacted] returned my call. [redacted] mailed in another check in July 2004. She put it in the Verizon envelope and wrote poles on the check. Hasn't been cashed yet. 11:09 Called Cliff. Letter out on August 4th to Cliff Shore to send check to Michael Mullen. No way to track a check sent to Verizon. 11:24 Called CBR [redacted] not available. Left call back message with his wife to call before 12 or after 1 pm. 1:05 [redacted] called. Advised Verizon did not send letter until August 4. Verizon engineering did not receive the check. [redacted] will cancel the $225 check. Advised can contact a general contractor to put pole in by Verizon specs. Read Verizon's tariff Part A 2.1.3.B.3 and advised of B.4, maintenance of pole is customer responsibility. [redacted] will look at cost and time involved to have a general contractor set poles compared to Verizon's time frame. I advised [redacted] that I would get the name and address of person at Verizon to send new $225 check if he chooses this option. 1:21 Called Cliff's vm for a call back. 1:31 vm Cliff called. 1:36 Called Cliff's vm for call back. 1:48 Cliff called. Can send check to Attention: Michael Mullen, Verizon Engineering Department, 64 Regional Drive, Concord, NH 03301. The $225 is non-refundable and is applied toward the cost of the pole. 2:30 Called [redacted] CBR and left name and address of where to mail Verizon check. Also advised check is non-refundable and applied to cost of pole if chooses Verizon to set it. Asked for call back on his decision.

Closed:	Yes	Date Closed:	10/12/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo 9

Received By: VM

Date Received: 10/08/2004

Time Received: 01:07 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL POLES

Staff Responding: KAA

Date: 10/08/2004

Waiting On Due Date:

Comments: Customer left VM indicating he has been trying for three years to get Verizon to install a pole on his property. Claims nobody at Verizon calls him back.

Resolution: Called customer back 1:45pm. LM.

10/29: No calls back. Closed.

Closed: Yes

Date Closed: 10/29/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: KTURNER-10/29/2004-10:00:36:299

Consumer Contact Memo 10

Received By: KAA Date Received: 10/12/2004 Time Received: 09:00 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: KAA Date: 10/12/2004 Waiting On Due Date:

Comments: Mother calling on behalf of her son, who placed an order for new service and they need two poles set for both telephone and electricity. Claims they need the poles in by 10/30 for certificate of occupancy. Claims Verizon is refusing to give them a date.

Resolution: Called Jan. She will investigate and advise.

10/13: Jan called. Poles will be set tomorrow.

10/14: Jan called again. Poles are in. Closed.

Closed: Yes Date Closed: 10/14/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Consumer Contact Memo

11

Received By: KAA

Date Received: 10/15/2004

Time Received: 09:55 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 10/15/2004

Waiting On Due Date:

Comments: Customer claims to have several old poles on his property that need to be removed by Verizon. Customer claims that these are old poles that are unsightly and leaning and he wants them off of his property. Claims the person at Verizon he is working with is Cindy Rioux.

Resolution: Called Jan Quint at Verizon. She will investigate and advise.

10/19 2:58pm. Jan called. Electric sets the poles in Colebrook. Verizon is working with Electric company to remove. Job has not been engineered yet. Engineering will be done this week. Construction order to do the work has not been issued.

10/22 3:16pm. Jan called. Engineering has talked to the customer. Will work out a resolution. Customer wants to keep the poles once they're removed.

Closed: Yes

Date Closed: 10/22/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: KTURNER-11/02/2004-15:22:04:052

Consumer Contact Memo 12

Received By: KAA Date Received: 10/20/2004 Time Received: 10:15 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: [redacted] Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: KAA Date: 10/20/2004 Waiting On Due Date:

Comments: Customer placed order for telephone service and needs one pole installed. Claims she placed order in August. Verizon has missed three installation dates, most recent one missed was 10/15. Needs service.

Resolution: Callled Jan Quint at Verizon. She will investigate and advise.

10/22 9:23am. Jan called. Construction was done on 10/21. Estimated completion date for dial tone is 10/28. Called customer and let her know. Closed.

10/29: Jan called again and advised that customer has contacted Verizon and redated the order for 11/3. FYI.

Closed: Yes Date Closed: 10/22/2004 Adjusted Amt: $0.00

Reopened: Date Closed:

Consumer Contact Memo 13

Received By: KAA

Date Received: 10/21/2004

Time Received: 10:10 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 10/21/2004

Waiting On Due Date:

Comments: Customer claims they placed order in July for telephone service that included one pole installation. Claims they were quoted 10/18 for completion. Customer needs pole placed for electricity. Work order number [redacted] Pole is not in. Wants to know why there is a delay.

Resolution: Called Jan Quint at Verizon. She will investigate and advise.

10/22: Jan called. Digsafe is not yet completed. Pole should be placed by 10/29.

11/1: Jan called. Pole was installed on 10/29. Verizon has notified PSNH so they can run their lines. Called customer back and let her know.

Closed: Yes

Date Closed: 11/01/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Consumer Contact Memo

14

Received By: KAA

Date Received: 10/28/2004

Time Received: 10:00 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 10/28/2004

Waiting On Due Date:

Comments: Customer building new house and trying to get electricity from PSNH. Waiting for Verizon to set pole and transformer so that he can get power. Claims he placed order in August and nobody is getting back to him.

Resolution: Called Jan Quint at Verizon. She will investigate and advise.

11/4: Jan called back. Engineer wrote the order on 10/29, went to pricing on 11/1, scheduling on 11/3, scheduled for 11/10. Work order number [redacted]

Called Karen Macke. She will expedite electric installation as soon as pole is in.

Called customer back and let him know.

****
Hi Kathy,

You left a voice message for me earlier today regarding the following:

[redacted]

Customer has been trying to get Verizon to set pole - now scheduled for next week. In the meantime, he was told by PSNH that he could have a temp service installed that would enable him to get a certificate of occupancy. Service hasn't been installed yet. Your questions were: Is it possible to get a temp service? If so, when?

Batch ID: KTURNER-11/16/2004-09:21:53:222

Response: The Line Dept Supervisor has recently been working with the field tech and [redacted] regarding this new service. A crew will be on site this afternoon to install a temporary service. The electrical work will be made permanent following the pole set by Verizon.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

Closed:	Yes	Date Closed:	11/04/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo 15

Received By: KAA

Date Received: 11/03/2004

Time Received: 04:02 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

[redacted] [redacted]

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 11/10/2004

Waiting On Due Date: 01/26/2005

Comments: Customer claiming multiple delays by Verizon in placing 7 poles to run both electric and telephone service to a new house. Claims he placed his order in August and he still doesn't have service. Work order number is [redacted] Working with Mike Mills at Verizon and Scott Merrill at PSNH.

Hi Kathy,

I thought I would try to reach you this way so you could simply reply when you get the chance. Hope to hear from you soon.

[redacted]

-----Original Message-----
From: [redacted]
Sent: Friday, November 12, 2004 11:03 AM
To: 'kathy.turner@puc.nh.gov '
Cc: [redacted]
Subject: Contact & Information

Hi Kathy,

Thank you again for your assistance in expediting our service requests. My Verizon service request is [redacted] for [redacted], and PSNH service request is [redacted]

Batch ID: KTURNER-11/23/2004-09:01:36:179

Per my phone conversation with [redacted] I believe payment to Verizon for utility poles will be made by the middle of next week. Payment to PSNH has already been made.

We are giving my neighbor the opportunity to submit his own requests for service since he has his driveway already installed. This should help expedite his obtaining a house number from the town.

Thanks again for your help.

Sincerely,

[redacted]

[redacted],

I spoke with Mike Mills at Verizon earlier today. I apologize for not getting to you this morning, but I was waiting for my answer from him.

As per [redacted] instruction, I asked Mr. Mills what each land owner needed to do if he/she wishes power/phones to be hooked up immediately. He stated that they needed to call the customer service number and make a request for residential service. After the requests have been made, the bill will be corrected to reflect the proper number of pole credits and it will be paid by [redacted].

Mr. Mills also informed me that there is not a 6 week delay in the work being done. He stated that the work will be completed within 30 days of receipt of payment, which we will make once the bill is for the correct amount.

I have emailed the 3 members of your association for whom I have addresses from our previous communications [redacted] with this information and a request that they follow-up with Verizon and me, should they decide to have power hooked up asap, or with me, should they decide to wait on their formal requests. I also copied you and [redacted] on that email, and I will cop[redacted] on this one.

As I told you in yesterday's correspondence, [redacted] is out of the office all day today, but I do expect him in tomorrow and will follow up on this matter as soon as possible. I will seek [redacted] guidance as to what we should set as the deadline for response from the other memebers of your association.

As always, it is a pleasure working with you. Please feel free to contact me if I can be of further assistance or if you have any more questions. Thank you!

Sincerely,

[redacted]

Dear [redacted]

My name is [redacted] and I am the contact person at [redacted] regarding getting the Power hooked up at your property at [redacted]. I have had numerous communications with the President of your Association [redacted] regarding the work to be done by PSNH and Verizon.

Based on your emails to [redacted] it is my understanding that you are the members who want power hooked up as soon as possible. If this is correct, please call Verizon at (800)585-4466 and make a "residential request for service". In doing this, you will each be given credit for one free utility pole towards the 7 needed for the project. (The policy is that each customer gets the first pole for free, and there are 7 total needed for this project to be wired.) The remaining bill will be paid by [redacted] and the construction date will be no more than 30 days from receipt of payment. (This information is based upon my conversation with Mike Mills, Engineer for Verizon, earlier today.)

Should you decide that you don't wish to request power at this time, please reply to me either by email or telephone as soon as possible. Likewise, if you do want to go ahead and request power, please do so as soon as possible, so that we can get the final amount owed to Verizon and pay that bill without further delay in this project.

Please don't hesitate to contact me, should you have any questions or need further information/explanation. I am happy to assist in any way possible, and if I don't have an answer for you I will find one for you. Thank you in advance for your prompt response to this email.

Sincerely,

[redacted]

Administrative Assistant

[redacted]

[redacted]

I was just able to reach [redacted] by cell phone (actually, he called in), and he instructed me to follow up with Verizon. As I had originally thought, [redacted] will be out of the office all day tomorrow on a property tour (and out of cell phone range because they will be in the woods), so he will not be able to call you tomorrow. He asked me to apologize for the delay in his contacting you and to do some of the follow up for him before he returns to the office on Friday.

I have placed a call to Mike Mills at Verizon, but I got his voice mail. I left a very specific message and notified him that it is imperative that I speak with him as soon as possible. (Preferably by tomorrow morning.) [redacted] wants me to speak to Mike Mills to find out what each person who wishes to request power for this project needs to get to Mike to have Verizon adjust the bill accordingly. [redacted] is not against paying the bill, but it makes better business sense to go through the process and have the payment amount adjusted accordingly, as getting a refund isn't always the best way to go - or even a possibility in some circumstances.

I hope that I have conveyed this information well and - more importantly - correctly. Thank you for your diligence in this matter and I will be speaking with you as soon as I have gotten my answers from Mr. Mills. Thank you.

Sincerely,

[redacted]

[redacted]

I just received a call from [redacted] regarding his contact with Mike Mills at Verizon. He is extremely upset regarding the delay by Verizon in getting the poles installed.

[redacted] understanding of this whole issue was that the cost of the utility poles was included in the money that we have paid to PSNH. I explained that the poles are a separate charge by Verizon and that each customer signing on is entitled to one free pole, therefore if there are 7 requests, there are 7 free poles. [redacted] said that he now understands this and is concerned that the bill wasn't paid when he received it and forwarded it to us.

He has been diligent in urging the members of his association to make their utility requests, but hasn't had much of a speedy response in that there have been members who have shown interest, but not taken the initiative to take the steps needed to make it happen (i.e.: lot numbers from the town and then making the actual requests for service from PSNH).

[redacted] conversation with Mr. Mills at Verizon was enough to cause him to not want to wait (as [redacted] had requested that he do) to call the PUC regarding Verizon's activity, or lack thereof. When [redacted] asked Mr. Mills why the poles weren't up when he'd made a request for power, he was told that the poles don't go up until they're paid for and the request has been made. During the delay, Verizon has cancelle[redacted] order and given his number to someone else. He now will have to re-order service, get a new number and give Verizon his settings again (i.e.: long distance, etc.).

[redacted] would like to speak to you as soon as possible regarding this matter. He will be available tomorrow morning at the office [redacted] and if he is not there you can call his cell numbe[redacted]. I told him that I would get all of this information to you and I'm forwarding a copy of this email to him directly so that he may review it and make sure that I conveyed all of the information to you correctly. I am also copying [redacted] via [redacted] on this email.

Thank you for your assistance with this matter.

Sincerely.

[redacted]

[redacted]

Resolution: Called Jan Quint at Verizon. She will investigate and advise.

11/12: Jan called back. Verizon has not yet received money for pole placement. Can't schedule work until money is received. Called customer back and LM indicating same.

11/19 5:01pm. Jan called again. Verizon needs $2340.00 for the 7 poles, a right of way and a signed contract. Once they have that, they can schedule work.

11/23 9:10am. Called customer. LM.

1/11/05: Customer sent fax indicating money to Verizon has been paid. Wants to get pole install date. LM for Jan at 9:15am and sent customer confirmation email.

Good Afternoo[redacted]

Ok – I got the scoop from Verizon. The account is currently under the name of [redacted] It is his name on the contract and on the check. Therefore [redacted] must be the one to call Verizon to check on the order. If he can't, let me know and I can check on it for you. This job is not yet scheduled. What they're waiting on right now is receiving the check and the signed contract – which I expect to be any day now, because the check was mailed on 1/5/05. I'll call them in a day or so and make sure they received it. They also need to obtain proper right of way information and Verizon will work with the Town to obtain that. Once that is received, the job is sent to

Engineering, then it is scheduled and sent to Construction. You're looking at a 4-6 week lead time for the poles. Now, once the poles are in, the order goes into your name under your assigned phone number.

I know you are not in New Hampshire right now. Is there someone in [redacted] that can go to the site periodically to see when the poles go in? Or do you have a relationship with [redacted] such that he can check on the poles? The phone number at Verizon to call to check on the pole installation is 1-800-801-4516. However, unfortunately you can't call to check on it right now – it has to be either [redacted] or I can check on it for you. Once the poles are in, the order is transferred from "poles" to "installation" and it will go under your name at your assigned phone number. I hope that helps. Let me know if you need me to check on this order periodically for pole installation. I'll email you as soon as I know the order has been placed and scheduled, with an expected completion date.

Kathy

****

3:25pm: Customer called. Discussed my email. I told him I'd follow up to make sure Verizon rec'd payment and scheduled his job.

****

1/12/05: Rec'd email from [redacted] company owned by [redacted]

Dear Ms. Turner,

[redacted] forwarded me a copy of your message to him regarding the status of the work to be done by Verizon in order to run power to his property a[redacted]

In response to his request, I have contacted the "499 Group" of Verizon in Braintree, MA. As per my conversation with "Joyce" in their office, they received our check (#9030 in the amount of $2340.00), which represents payment in full for the installation of the poles for this project. I was then instructed to contact the Engineer to inquire about the status of the Work Order.

I spoke with Mike Mills (Verizon Engineer @ 603-788-3135) this morning and he indicated that he was notified yesterday of the payment receipt. He has issued a Work Order: Numbe[redacted] for this project.

The "Right of Way/Easement" issue that was mentioned by Verizon to both [redacted] and me is regarding an internal form that the Engineer, Mike Mills, needs to complete for the project. There is nothing that we need to do regarding the "Right of Way/Easement" issue for Verizon, as it is an internal matter for them to resolve. Mr. Mills assured me this morning that this is a simple matter of a form that he has to fill out, and that he will do it right away.

Please don't hesitate to contact me if I/we can be of further assistance. I would be delighted to be of service, if I can help. Thank you for your continued assistance with [redacted] concerns about the difficulty that Verizon's procedures have caused in regards to this project. We appreciate any help you can offer. Have a nice day.

Sincerely, [redacted]

cc: [redacted]

[redacted]

Click Here For Our Website!

****

1/21: Jan called. Poles will be set by 2/18/05. Sent email t[redacted]o let him know. Closed.

2/9: Customer called requesting status. Called Jan. She gave Construction Work Order number [redacted]. She will check on it and get back to me.

2/14:

Hi Kathy,

I just got word that all poles are on site and two have been set in the ground. Hopefully the snow won't slow them down for the rest of the poles. I'll let you know when I hear they are finished installing poles. The next hurdle will be getting them to string telephone cables...etc.

Thanks for your help,

[redacted]

2/17: LM with Jan for status.

Hi Kathy,

Just an update. The poles are in. PSNH has strung power lines on the poles and plans to begin line installation in the undergraound conduit today. I expect I'll have power to my temporary disconnect NLT the end of March. Verizon is expected to string their lines once PSNH has finished all of their work along the road. Thanks again for your help.

[redacted]

-----Original Message-----
From: [redacted]
Sent: Thursday, March 03, 2005 8:00 AM
To: 'Turner, Kathy'
Subject: RE: [redacted]

Hi Kathy,

I was told that although the number of utility poles was decreased by two, that they are nevertheless installed. Verizon has been calling me to find out when PSNH would string their power lines. I thought this was slightly humerous since Verizon has had a service request since August and is just now finishing their pole installation. Anyway, I've been told that PSNH plans to begin their line installation within the next two weeks, then Verizon will follow. Scott Merrow of PSNH is overseeing this effort.

[redacted]

****
3/30: Rec'd new email from [redacted] Called Jan and LM asking her to check on phone service installation.

Hi Kathy,

Just a quick update. All poles are in. PSNH has run their lines and energized the entire street. Verizon has NOT run any cables except a short segment of underground. No aerial cables have been strung.

I still have what should be an active service request from August of last year. I was given two construction service order numbers [redacted] & [redacted] for telephone number [redacted] I was told that this number would be held until April. As you know, April is fast approaching.

Would you please contact Mike Mills 603-788-3135 of Verizon engineering to expedite their cable installation.

At least one other property owner has a service request with both PSNH and Verizon [redacted] (property owner) said, "We have an order # with PSNH [redacted] Verizon is [redacted] for our phone service. We requested service for May 1, 2005."

PSNH was at my property today and will have my electrical service connected to my meter by next week.

Hopefully this will help you apply the appropriate pressure to Verizon to finish their installation work.

Thanks,

[redacted]

****
4/1:

Hi Kathy,

Thanks for checking on this. It is my understanding that PSNH has completed ALL of their work and the entire street has power available. The transformer nearest the end of the road (where my property is) has also been energized. Verizon should be able to start right away. I believe they're stalling.

[redacted]

-----Original Message-----
From: Turner, Kathy
To: [redacted]
Sent: 4/1/2005 12:02 PM
Subject: RE: [redacted]

Good Morning [redacted]

Verizon got back to me today. They need to wait until the electric company finishes their installation before they can run their lines. When PSNH finishes their work next week, please let me know and I would be glad to call Mike Mills and expedite the telephone installation as much as possible.

Thanks, Kathy

****
4/4:

Hi Kathy,

I just got off the phone with Scott Merrow and Tim Kennison of PSNH. They both indicated that PSNH has been finished with their power feeder and transformer installations on [redacted] for over a week. The only PSNH work undone is specific residential connections to the grid.

When asked, they both said that there is NO reason Verizon can't be installing their cables now, or even since last week. Since I submitted my telephone work request in late August of 2004, I would really appreciate Verizon getting their work complete.

Please let me know what you find out from your end.

Thank you very much,

[redacted]

P.S. - The new construction service request number I received from Verizon customer service last week is [redacted]

****
4/6:

Hi Kathy,

Thanks for your quick response. I too just got word of the freezing problems late yesterday. It is suspected that Verizon attempted to use the pull "string" to install their cables rather than pulling in a new "rope" with the string, and then use the newly installed rope to pull their cables. I have not received confirmation of this suspicion however.

In any case, if the poles had been installed earlier by Verizon, we wouldn't be talking about frozen conduits right now. I know you're doing all you can, but it seems like Verizon is allowed to use earlier delays (caused by them) to excuse today's delays.

I have been in contact with Mr. [redacted] He has spoken with Mike Mills of Verizon engineering and will be coordinating the corrective action for the pull rope situation. In the mean time, Verizon could be stringing aerial cable. There is NO ice up there! Have they given a satisfactory reason why they can't accomplish that phase of the project?

Thanks,

[redacted]

-----Original Message-----
From: Turner, Kathy [mailto:Kathy.Turner@puc.nh.gov]
Sent: Wednesday, April 06, 2005 9:39 AM
To: [redacted]
Subject: RE: Verizon Cables/PSNH Power

Hi [redacted]

I got a response from Verizon today to your complaint that there is no reason why they can't be installing their cables now. They have responded and indicated that the ducts are still frozen and the ropes in the ducts were broken - I'm assuming due to the fact that the ducts were frozen. The ducts need to thaw out and once that is done, they need to be re-roped. Their system shows that this is "customer work" so I'm assuming tha[redacted] has been notified as to what needs to be done. Once the ducts have thawed out and have been re-roped, please have [redacted] notify the Verizon Engineer so they can get the lines run as soon as possible. Please let me know if you have any problems.
Thanks.
Kathy

****

4/12: Hi Kathy,

Thanks for the update. Did you get any explanation about the claim that they used the pull string(rope) instead of pulling their own rope into the conduit for the cable pull? My understanding was they misused the pull rope previously installed by [redacted].

I also have been informed that the conduits have been cleared and new ropes installed since mid-week last week. Verizon has the tools they need to do their job. They need to remember to use the existing ropes to pull their larger ropes into the conduits, THEN use the larger ropes for cable installation.

I'm also told that Mike Mills is aware of the readiness of the conduits for his work to begin again.

[redacted]

****

4/12: Sent response:

Good Morning[redacted]

I relayed the information to my contact at Verizon. She will place a call this morning to Mr. Mills to inform him that the conduits are ready to accept cable.

Kathy

****

4/28 9:15am. Customer called requesting update. Advised I would check with Verizon and send email.

Called Pam. She checked and advised install scheduled for 5/3. Sent email to customer.

Good Morning[redacted]

Verizon reported to me this morning that they have techs on site today running the last piece of cable. Once cable is complete and line tested by end of day tomorrow, they will send splicers out on Monday and Tuesday next week to splice in the new line. An install tech is scheduled for Wednesday May 4th to complete installation to the NID. You should have dial tone at the NID by close of business on Wednesday May 4th. I'll check back with the company next week to make sure all is on schedule.

Thanks. Kathy

****

Hi Kathy,

Thank you very much. That is very good news. I really appreciate your assistance. The tech is welcome to call my cell phone number[redacted]f he/she needs assistance or to have any questions answered. Please feel free to provide my contact information to Verizon to help the installation process. I look forward to hearing from you with the final results next week.

[redacted]

5/10: Followed up with Jan. Installation not complete yet. SHould be done by end of week.

5/16 9:37am. Jan called. Construction done. Job has moved to installation. No dial tone yet but she will let me know as soon as it is scheduled. Sent email to customer.

Good Afternoon[redacted]

Verizon informed me today that the construction of your telephone service has been completed and the order has been transferred to their installation department. If not already done so, a tech will be dispatched to connect the service to the network interface device (NID) and you will have dial tone at the NID. I don't yet have confirmation as to what date the install tech will be out, but I expect to have an answer either later today or tomorrow. I'll keep you posted. Kathy

5/25: 9:10am. Installation complete. Customer has had the service forwarded to his cell phone.

6/3: Dial tone didn't get established until Tuesday May 31st.

Closed:	Yes	Date Closed:	11/23/2004	Adjusted Amt:	$0.00
Reopened:	01/11/2005	Date Closed:	01/21/2005		

Batch ID: KTURNER-11/23/2004-09:01:36:179

Consumer Contact Memo 16

Received By: RPR Date Received: 11/09/2004 Time Received: 09:49 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 11/09/2004 Waiting On Due Date: 11/12/2004

Comments: customer called to prresent a "condition" with regard to the "right of way" and the placement of poles. the customer needs to have the poles that have been serving customers for 'some time' moved. and based on the discussion they are objecting to the cost of moving the poles based on the "right of way issues.

Resolution: xplnd to the caller that I. am not in a position to make a ruling with regard to the "right of way" issues. this commission rules on whether or not a utility has adhered to the rules. We are not judging based on the most vocal "input".

caller then suggested that they would deal directly with the utilities involved.

rrequested report from Verizon with regard to this matter.

11/9/04 incoming form Jan---she doesn't know anything about this matter , and she will check with the field people.

12/6/04 fax from Jan Q. she has had the Field Engineer, Wayne Hackett, call this cusotmer, and she has closed it as a contact memo.

12/6/04----customer indicated that she has had numerous contacts with Verizon---that her curreent understanding is that Verizon has a "blanket right of way"---and she understands that this Commission does not take on an "advocacy role" with regard to challenging Verizon's right of way.

Closed: Yes Date Closed: 12/06/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-11/09/2004-09:17:54:968

Consumer Contact Memo 17

Received By: MLR

Date Received: 11/11/2004

Time Received: 07:42 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Online

Docket #:

Reason for Contact: POLES

Staff Responding: MLR

Date: 11/12/2004

Waiting On Due Date: 11/19/2004

WAS

Comments: I am the property owner a[redacted]nd PSNH has a pole and transmission lines across my property with no signed easement. I have sent several emails over the past month and spoke with a Karen Malik (malikkj@nu.com) 603.634.3233. PSNH stopped answering my emails and phone calls after I told them to compensate me or move their pole and transmission lines off my property, which have been located illegally since 1973.

Last response from PSNH was that I needed to have it surveyed. I feel that they should survey it if they want a survey. There is no question that the lines cross my property and the pole is by my estimate 5 feet onto my property. The pole is 2-1 and feeds[redacted]
*****
11/12 Sent 5 day letter to Gloria at PSNH for investigation and response to Walter
11/12 Sent email to customer advising of investigation.

Resolution: See below, this has been determined to be a "property rights" issue and not a PUC issue.
PSNH has checked the property and determined their pole is not on[redacted]property.
Customer my take civil action and get his property re-surveyed. Current survey on file indicates pole is not on his property.

That's a nice response but the copy of the certified plot plan I have does not locate the power pole nor does it address the issue of the power lines crossing my property. When I spoke with PSNH originally I raised two concerns: the location of the pole (still not verified), and the fact that the lines still cross over my property to get to the pole. I was told that if the pole and lines crossed the property that they would need an easement, which does not exist.

I do not see anywhere in the response any information on the lines getting from the street to the service pole. I also researched the deeds and corrected PSNH when they wrongly claimed they had existing easements.

Batch ID:

I would like to request a copy of the certified plot plan, and would like PSNH or PUC to clarify if power lines can cross overhead, a property without an easement. I am in exactly the same situation with PSNH as I was 2 months ago. Their position is not to do anything. The only thing that has changed is that a technician went to the property and was given a plot plan by the property owner that does not locate the power pole or power lines and that is their answer.

Thank you for your help in the matter,

[redacted]

---------- Original message from "Shyska, Walter" <Walter.Shyska@puc.nh.gov>: ----------

Dear [redacted],

Below is PSNH's reply to your complaint. As stated in the letter, the official surveyed plot plan for your property shows that the pole is not on your property.
Please contact me if you have any questions.

PSNH RESPONSE LETTER

December 1, 2004

Mr. Walter Shyska
Consumer Affairs
State of New Hampshire
Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429

Re: [redacted]

Dear Mr. Shyska:

I have received Amanda Noonan's letter to PSNH, dated November 12, 2004, regarding [redacted]s request for compensation or relocation of distribution line facilities on [redacted] [redacted] claims that pole 2-1 on [redacted] is located on his property.

PSNH has visited the site and determined that pole 2-1 is a service pole which serves the [redacted] residence at [redacted] [redacted] Road. PSNH disagrees with [redacted] claim that the pole is located on his property. PSNH's investigation included a review of plan and deed data filed at Hillsborough County Registry of Deeds. In addition, a plot plan for the [redacted] property dated October 20, 2004 and certified by Meridian Land Services, Inc. was provided by [redacted] [redacted] neighbor [redacted]. Based on these documents and field measurements taken by PSNH's Field Technician, PSNH believes that pole 2-1 is located on the property owned by the [redacted], and not on the [redacted] property. As such, PSNH does not intend to take further action as [redacted] has requested.

If you have any additional questions or concerns, please feel free to contact me at (603) 634-2519.

Sincerely,

Karen T. Mackey
Senior Engineer - Energy Delivery

Office of the Director

cc: John Libby – Director of Energy Delivery – PSNH
Gloria Driggers -- PSNH Consumer Assistance Administrator
****
3/10: Copy of letter to customer regarding relocation of wires. SEE "FILE ATTACHMENTS".

Batch ID:

Closed:	Yes	Date Closed:	12/22/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Batch ID:

Consumer Contact Memo 18

Received By: RPR Date Received: 11/16/2004 Time Received: 01:30 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: INSTALL POLES

Staff Responding: RPR Date: 11/16/2004 Waiting On Due Date: 11/18/2004

Comments: customer placed service order on 10/6/04 with a promise of installation on 11/13/04---service was not installed when promised---customer wants to know whats goin' on.

Resolution: The date for construction to be complete is 12-3. Than it will be 2 to 3 days to complete dial tone. I have expedited this to get a better date.

Thanks, Jan

lwtc with jan Q. at Verizon.

11/29/04 incoming from Jan----work will be done by 12/3/04----installation by 12/8/04.

no number to call customer back.

Closed: Yes Date Closed: 11/29/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-11/16/2004-08:44:56:721

Received By: KAA

Date Received: 11/17/2004

Time Received: 12:24 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 11/17/2004

Waiting On Due Date: 12/20/2004

Comments: Customer claims she placed an order for new service and she needs three poles placed. Claims she paid for one pole and a neighbor who was also having telephone service installed and needed two poles, was going to pay for the other pole. Claims the neighbor changed their mind and she knows she now needs to pay for the other pole, and wants her order expedited. She is working with Cindy Rioux in Engineering. She does not have a completion date from Verizon and needs phone service right away.

Resolution: Called Jan Quint at Verizon. She will investigate and advise.

11/22 10:44am. Jan called. Verizon has only received payment for one pole. Need to pay the other $390 before work can be scheduled. Called [redacted] and let her know. She will get payment in right away.

11/26 1:00pm. Jan called. Verizon has received second $390.00 payment. Customer will have dial tone on 11/30.

11/29 11:05am. Called customer and LM indicating same.

12/14 8:52am. [redacted] called. Poles are in but no dial tone. Verizon quoted her an installation date of 12/13 - missed. Now she can't get a new date from them. Wants to know what is going on.

Called Jan Quint at Verizon. She checked and advised that pole installation was complete on 11/30. After poles were in, tech went out to connect line and there were no facilities. She will get back to me with date.

12/16: 12:20pm. Customer called again. Demanded answer. Very unhappy. Wants her complaint escalated.

12/16: Jan called. Verizon will start running wires Friday Dec. 17th. Should be complete by 12/21. Customer

should have dial tone by 12/22. Called customer back and let her know. Customer doesn't believe it. Says if they don't do it this time, she is taking further action.

12/20 8:35am. [redacted] called. Nobody from Verizon was out running lines on Friday and there is nobody there this morning either. Not surprised. Wants to know who she can escalate to at the NHPUC and at Verizon.

12/21: Jan called. Running lines today. Sent install tech out too. Hopefully will have dial tone today. Called customer and let her know.

12/22: Spoke with Jan. Customer got dial tone yesterday. Closed.

Closed:	Yes	Date Closed:	11/29/2004	Adjusted Amt:	$0.00
Reopened:	12/14/2004	Date Closed:	12/22/2004		

Consumer Contact Memo 20

Received By: MAL Date Received: 11/29/2004 Time Received: 09:33 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: INSTALL POLES

Staff Responding: MAL Date: 11/29/2004 Waiting On Due Date:

Comments: Moving within same exchange in Rochester. Verizon tech came out on 11/1 to install service and said can't do because no trunk lines. Then told 11/22, then 11/26. He called the VZ 800-713-0000 as instructed to get the date for installation. As of this am no date given for install. Asked for a supervisor and man said no supervisor [redacted] told the man that he would call the PUC and man said go ahead and call the PUC. Two other people waiting for service also. One neighbor, [redacted] are elderly and he hust had back surgery. Their number to be transferred i[redacted] The other neighbor was just told 12/15 as new date for install.

Resolution: 10:25 Called Jan Quint at Verizon and advised. No cable or pedestal. On 11/3 needed contractor to provide electric ground at transformer. On 11/5 ground wire in place. Need 800' of cable and 1 pedestal for this customer. Sending note to construction.

11/30 9:10 vm Jan called. Have started to place some cable. Going out next week and finish the cable early next week and hopefully splicing by the end of next week. Should have service around 12/15. 10:20 Called [redacted] CBR and advised him of the status of installation. Advised will keep checking on status until he gets service. Will call him when I get updates.

12/8 9:52 vm [redacted] called. Got service yesterday afternoon between 4-4:30. Thank you for your help. 11:22 Called Jan and advised.

Closed: Yes Date Closed: 12/08/2004 Adjusted Amt: $0.00

Reopened: Date Closed:

Batch ID: MLUTZ-11/30/2004-11:36:09:163

Consumer Contact Memo 21

Received By: RPR Date Received: 11/29/2004 Time Received: 08:44 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 11/29/2004 Waiting On Due Date: 12/02/2004

Comments: Customer has been waiting for 6 weeks for a pole to be set by Verizon in order for PSCo. to do their work. Leo Waller of Verizon had promised the customer that the pole would be set before T-giving. Pole was not set. Leo explained to the customer that a decdision was made to slip the job by two weeks. Caller is suggesting that he has scheduled contractors to do work based on the promise of the work being done before T-giving. Work was not done as promised and when the customer called Leo, he was told that during a recent conference call the decision was made to delay this work for two more weeks---no one called the customer to inform him of this fact. Caller indicates that he spoke with Verizon this AM and that they claim that they will do the work within two weeks.

Resolution: Lwtc with Jan Quint.---spoke with Jan---she will get back to me
12/3/04 inc from Jan Q. --- pole placed on 12/2/04

Closed: Yes Date Closed: 12/06/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Consumer Contact Memo 22

Received By: RPR Date Received: 12/01/2004 Time Received: 09:03 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 12/01/2004 Waiting On Due Date: 12/08/2004

Comments: customer needs "brace" pole placed by Verizon before the Electric company can install service---pole is on site, laying on the ground---Verizon foreman (Kangis) indicated that the work would be done by 11/20/04---customer is still waiting.

Resolution: called Cliff Knapp at Verizon and gave him the info----he will get back to me.
12/3/04----Cliff indicates work will be done by 12/8/04 or sooner
12/3/04----called customre and let him know.
12/6/04----incoming from Cliff, Verizon is on site at 9:00AM today. left word with the customer's vm
12/6/04---incoming from customer---Verizon hasn't done the work yet.
12/7/04---incoming from Cliff K. Verizon went to to do the job and PSNH engineers have changed the "job" such that they now want the brace pole placed at a different location. Cliff is hopeful that the job will be done today.
12/.7/04----called and spoke with the customer---informed him of what Verizon's rep told me---caller is skeptical---advised customer to keep me informed from his end should the work not be done as promised.

12/9/04---incoming form Cliff Knapp----work has been done---called the customer at 3:30Pm ---lwtc to confirm that the work has been done.

12/10/04---customer confirms work done

Closed: Yes Date Closed: 12/06/2004 Adjusted Amt: $0.00
Reopened: 12/07/2004 Date Closed: 12/07/2004

Batch ID: BROHNSTOCK-12/06/2004-08:47:45:832

Consumer Contact Memo 23

Received By: WAS

Date Received: 12/02/2004

Time Received: 09:07 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 12/03/2004

Waiting On Due Date:

Comments: Hi Karen,

RE: [redacted]

Says been waiting since June for replacement of service.
Just found out on Nov. 15 that no work order had been issued. Now issued, work scheduled in 6 weeks. Says not good, is going to Florida on Dec. 26, wants work done before that. Says this goes back 2003 when PSNH came out and removed wires for siding job. Says wires were not re-attached properly. Says in JUne.2004, roof workers found PSNH bare wire lying on the roof (says this was remnant of 2003 PSNH work), PSNH wrapped wire, but told her she needed a new service, existing was not safe. Said PSNH would schedule work. Now finds out that since Verizon was never contacted until last week to set the pole, it will now be 6 weeks and they will be gone to Florida for the winter and want to be there when the work is done. Can you move this job up before Dec. 26? Please advise, Walter

Walter Shyska
Consumer Affairs Representative
NHPUC
21 Fruit St. Suite 10
Concord, NH 03301-2429

Batch ID: KTURNER-12/03/2004-08:24:54:795

(603) 271-2431
1-800-852-3793
walter.shyska@puc.nh.gov

Resolution: Walter,

PSNH and the customer are ready for this project to be completed. Verizon is responsible for setting the pole. Once the pole is set, PSNH can complete the job in a timely fashion.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

****

Called Cliff Knapp at Verizon. He checked with Engineering and advised that as of 11/30, there are notes on the account that Verizon had received a request from PSNH to set a pole. There is not yet an order issued. Verizon Engineering met with the customer on 12/1. The issue is that last summer, the customer put an addition on their house that elevated the roof line. Caused the existing lines to need to be relocated. This is a clearance issue, it is not a new service and it is not service affecting as the cusotmer has temporary service. As a result of this relocation, a new pole needs to be placed. Verizon's records don't show that PSNH ever placed an order with them for a pole. Engineering will create a work order, it will go to Pricing, then to Construction to be scheduled. Normal lead time is 4-6 weeks.

Sent email to PSNH to let Karen Macke know.

Hi Karen,

Got your message on [redacted] I talked to the customer today and confirmed that she is departing for FL on 12/26. Verizon had originally quoted me a 4-6 week lead time to place the pole. I have a call in to Verizon to see if they can get the pole placed before 12/26. I will get back to you next week and let you know if they can meet that deadline or not. Kathy

****

12/3: Called customer. She is leaving for Florida on 12/26. Wants the work done prior to her departure. Advised I didn't know if it could be expedited by 3 weeks, but I would check and get back to her. LM for Cliff to check and get back to me next week.

12/8: Cliff called. Verizon can set pole on 12/13. Called Karen Macke. She will coordinate re-running lines once pole is in place and inspected. Should have job completed before customer leaves for Florida.

2:02pm. Called customer and LM indicating same.

12/13 1:43pm. Cliff called. Verizon hit ledge. Need to hire a contractor. Will advise.

Called Karen Macke and LM letting her know and that I would update her when I knew more.

12/17 12:30pm. [redacted] called. Verizon is there now setting her pole. Called PSNH and LM for Karen Macke to let her know so she could schedule the electrical work.

Closed:	Yes	Date Closed:	12/08/2004	Adjusted Amt:	$0.00
Reopened:	12/13/2004	Date Closed:	12/17/2004		

Consumer Contact Memo

24

Received By: KAA

Date Received: 12/06/2004

Time Received: 12:21 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 12/06/2004

Waiting On Due Date:

Comments: Customer claims that she is having a modular home delivered and that she contacted PSNH, Comcast and Verizon to pull their drop wires down for one day to allow for the house to be delivered, then put the lines back up the next day. She claims that both PSNH and Comcast are doing this for free, and that Verizon is charging her $2198.00 and she thinks this is ridiculous.

Resolution: Called Jan Quint at Verizon. She will investigate and advise.

Jan called back and stated that because of the location of the main line and the customer's driveway, Verizon has to pull down the main line that runs down the customer's road in order to gain the clearance necessary per the customer, for the house to go under the line.

The $2198.00 is for 2 hours of Engineering at $155.00 per hour, 6 hours of lineman work at $140.00 per hour, 4 hours to reattach the line also at $140.00 per hour, 1.91 hours to unsplice the main line and 1.35 hours to re-splice the main line, both billed at $147.00 per hour.

Called customer back and attempted to explain charge. She was very nasty to me - said she already paid the bill and hung up on me.

12/28: Customer called. Claims she was billed for a total of 18 hours of work. Wants a rebate. Wants the check returned and she will issue a new check. LM for Jan to investigate.

Jan called. She will have the Engineer Nancy Whitney call the customer and review the charges. Gave Jan the customer's work phone number. Regarding the payment, there is no way to trace the check. Called customer back and explained. Customer satisfied with explanation.

Batch ID: KTURNER-12/10/2004-14:05:07:158

Closed:	Yes	Date Closed:	12/06/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Received By: KAA

Date Received: 12/07/2004

Time Received: 12:43 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 12/07/2004

Waiting On Due Date:

Comments: Customer claims that on 6/23/04 she placed an order for phone service. Poles were installed by Verizon. Customer claims that Verizon put one of the poles in the wrong place. She was working with Ernie Kankas at Verizon. Pole number is [redacted] and it needs to be removed. Claims she is trying to get electricity to her house and PSNH can't run their lines because the pole is in the wrong place.

Resolution: Called Jan Quint at Verizon. She will check on it and advise.

12/9: Jan called. Verizon acknowledges that one of the poles needs to be moved. She will check with Construction to see when it can be put into their schedule.

12/17: Waiting for trimming. Problems with easements. She will get an update and let me know.

12/17 2:50pm. Jan called. Can't trim. Neighbor won't grant permission. Job is going back to Engineering to see if it is possible to work around it. Called customer and LM indicating same.

12/21 11:34am. Jan called. Engineer has reviewed and Verizon can move the whole pole line across the street and avoid any trimming on abutting neighbor's property. Verizon has opened a new order today and will work into schedule as soon as possible. Called [redacted] and let her know.

1/3/05: Pam called. Stated that Verizon's work has been completed and all poles have been installed or relocated. Electric company now needs to hook up to the poles. Keep this complaint open?

4:10pm. Called customer. LM indicating same and asked her to call me if she needed help escalating with electric company.

Batch ID: KTURNER-12/14/2004-09:30:29:288

1/7/05 11:25am. Customer called back. No thanks - she is all set. She has been working with PSNH and is moving forward.

Closed:	Yes	Date Closed:	12/21/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

26

Received By: OCA

Date Received: 12/14/2004

Time Received: 12:04 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: POLES

Staff Responding: MAL

Date: 12/14/2004

Waiting On Due Date:

Comments: Hi Mary Anne, please see what you can do for this guy. I will reply to him telling him I forwarded it to you. Thanks.

-----Original Message-----
From [redacted]
Sent: Monday, December 13, 2004 4:27 PM
To: OCA Website Mail Account
Subject: Moving a telephone pole

Hello,

Earlier this year Verizon estimated the cost of moving a telephone pole in Barrington at $1000 to $1200, it was part of relocating a driveway and converting to underground utilities. After removing the old pole, moving the driveway, burying the conduit, and returning the signed easement, the person at Verizon suggested that I find some other way to complete the project since the real cost would be $3200 for setting the pole and an additional $800 for reconnecting the telephone service. I was ready to pay the cost, but he said that he wouldn't be able to get to it until sometime next year and that I might be able to have a private contractor set the pole and then be able to sell it back to PSNH for $1. I have recently talked with [redacted] in [redacted], and have been working with PSNH thought the project. The discussion seems to be dragging on since I don't always here back from PSNH, and I have gotten the feeling that it gets worse when I check back with them to frequently.

I have left out the names of the individuals and dates of contact since everyone involved seems to be doing their best and I am still working to get this resolved in an amicable fashion.

Batch ID: MLUTZ-12/14/2004-13:27:26:490

Is selling a pole to either PSNH or Verizon governed by any state regulations, or is it something that is completely at their discretion?

Are their any other options for getting this taken care of?

Thank you,

[redacted]

Resolution: 1:22 Forwarded complaint to Jan Quint at Verizon for investigation and response.

12/15 8:58 Called Jan. As long as it's to Verizon specs. Part A, Section 2, Page 3, Original - 2.1.3 Private Property Construction B. 3. 9:53 Called [redacted] and advised. Read 2.1.3.B.3. to [redacted] I suggested that I type the section of the tariff and send to him via email but he said is there a website with the information. Advised he can go to Verizon.com and view the tariff on their website. Suggested I fax copy of tariff to him. [redacted] said he doesn't know his fax number. Advised [redacted] if he can't find on website call and let me know.

12/16 10:33 Sent email to [redacted] with Verizon tariff attached advising:

Dear Mr. [redacted]:

I went to the Verizon.com website in regards to the private property construction tariff. I think you would have a difficult time finding it. I have attached the Construction section of their tariff. The part we discussed yesterday was Part A 2.1.3, B., 3. & 4.

If you have any questions, please contact me again. I can be reached at (800) 852-3793 (NH only). The Commission is open Monday through Friday from 8:00 am until 4:30 pm.

Sincerely,

Mary Anne Lutz
Consumer Affairs Division
****

12/16 4:23 Received email from [redacted] asking:

Hi Mary Anne,

In 2.1.3 B it says "Pole line costs referenced herein are based on current charges on file with the PUC." Just out of curiosity do you know what the charges currently are?

I am still hoping to hear back from PSNH about just resetting the original pole, along with other possible solutions.

Thank you,

[redacted]
****

12/17 8:50 Called Jan's vm for a call back. (no time frame) Jan called. When a customer wants a pole moved they are charged for engineering, labor costs, pole (if a new pole is involved), etc.

UPDATE: 5/11 Reviewed memo. Needs additional response. 10:07 Sent email to [redacted] advising:

[redacted],

I was reviewing my contact memos and realized that I never responded to your last inquiry. You asked: In 2.1.3 B it says "Pole line costs referenced herein are based on current charges on file with the PUC." Just out of curiosity do

you know what the charges currently are?

When a customer is applying for new service and the customer needs poles, there is no charge for the first pole. This charge is absorbed by all rate payers. If the customer needs more than one pole and the pole is jointly owned, the customer pays Verizon $390.00 per pole to buy into Verizon's half of the pole. This is a tariffed rate. No other charges apply. The electric company also charges the customer to attach to the same pole. When a customer wants a pole moved, the customer pays all the costs, including but not limited to engineering, labor, new pole if involved at full cost, etc. The rate payers do not absorb those costs. The cost causer pays.

In your email you also advised: I am still hoping to hear back from PSNH about just resetting the original pole, along with other possible solutions.

I am curious to know if you got your pole reset. Please let me know.

Sincerely,

Mary Anne
****

5/11 11:09 Received email from [redacted] advising: Hi Mary Anne,

Yes, Verizon was able to set a new pole in a favorable manner. They decided they needed an additional five feet of clearance for their wires, so a new pole was required.

Now I am working with PSNH to get the electric service reconnected. They are replacing the transformer across the street, which required replacing that pole as well, and they are adding a push brace. I'm not sure that I understand their pricing any better than Verizon's, but I am working with them on that, and being patient. It is a summer camp, and most of the project is complete, so life seems pretty good right now.

Thank you,

[redacted]
****

Closed:	Yes	Date Closed:	12/16/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo 27

Received By: MAL Date Received: 12/14/2004 Time Received: 03:45 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: MAL Date: 12/14/2004 Waiting On Due Date:

Comments: [redacted] advised her son has been waiting 6 weeks for Verzon pole. House delivered on 11/15. Need pole for electric service. Verizon keeps saying backed up. They won't give [redacted] a pole set date.

Resolution: 3:50 Called Jan Quint at Verizon and left call back message on vm. 3:52 [redacted] called. Son's cell number is [redacted] and assigned number is [redacted]. Son called Verizon again today and was told another 2 weeks.

12/15 8:12 vm Jan called. 8:14 Called Jan's vm for call back. 8:24 vm Jan called. 8:31 Jan called. Advised Jan of situation. Got it on 11/14 for engineering. They were to go out and look at it. Engineer sent back to us because a Glendale exchange. Will check out and call me back. 4:25 [redacted] called for status. Advised of what I had. Will call it over and call her back on home number as she requested. 4:29 Spoke with Jan. Construction to get an estimated date. Don't have yet. 4:30 Called [redacted] and message said "Not in service at this time". Called cell CBR and left status information on the vm.

12/17 10:23 vm [redacted] called. Got your message. I gave you the wrong number. It is [redacted] Please call on cell number. Didn't understand your message. 11:40 Called Jan's vm for status. 2:45 [redacted] called. Advised of status. Should have something on Monday. 3:53 vm [redacted] called. Pole put in today. Thanks for your help. 427 Called [redacted] She drove past son's location and pole was there.

12/20 10:05 Jan called. Pole set Friday in pm. Once electric is on the line, [redacted] will have to reorder service. 10:14 Called [redacted] cellular CBR. Advised [redacted] to call Verizon after electric is on the pole so he can schedule his phone service.

Closed: Yes Date Closed: 12/20/2004 Adjusted Amt: $0.00

Reopened: Date Closed:

Batch ID: MLUTZ-12/17/2004-15:35:25:652

Consumer Contact Memo

28

Received By: MAL

Date Received: 12/14/2004

Time Received: 02:05 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL POLES

Staff Responding: MAL KAA

Date: 12/14/2004

Waiting On Due Date:

Comments: Moving from [redacted] Was to have service on November 30th, then on or before 12/13. Now no date and could be up to 3 weeks. [redacted] said going to the PUC. Verizon said can call the PUC but they can't do anything about it. This is a new install in a new development. Paid $780 the end of Oct, beginning of November. 3 poles involved. Another family in the development. Verizon went out to install and found no facilities. Tried to run service another way and couldn't. Have put in a call to Councilor Burton. Verizon now saying have to cross the roads.

Resolution: Advised will contact Verizon but won't have any info before tomorrow. 2:30 Called Jan Quint at Verizon and left call back message on vm. 3:28 vm [redacted] called back. Verizon called them and said by the end of the year, 12/31. The excuse is "low on man power". "They have had our money long enough". 3:28 vm Jan called. 3:33 Called Jan and left call back message on vm. 3:35 Called [redacted] CBR and advised her vm that I received her message with end of year for service.

12/15 8:12 vm Jan called. 8:14 Called Jan's vm for call back. 8:31 Jan called. [redacted] working on this one too. Went to president's office in NY. Has her poles. Needs cable. 11:38 Called [redacted] and advised KAT working on it. Since KAT is already working on it, I will not be. [redacted] advised she had left a vm for KAT yesterday morning and hadn't heard back from her so she called again in the afternoon and spoke with me. Advised KAT out of the office today but I will advise KAT tomorrow.

12/16 8:08 Advised KAT.

Closed: Yes

Date Closed: 12/16/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: MLUTZ-12/16/2004-15:55:21:916

Consumer Contact Memo

29

Received By: RPR

Date Received: 12/21/2004

Time Received: 11:02 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: RPR

Date: 12/21/2004

Waiting On Due Date:

Comments: caller left voice mail---caller needs a pole placed in Alexandria, and has been waiting for 6 months---acording to the voice mail---the electric company is unable to provide service until Verizon places the pole. Verizon is apparatly indicating that they won't place the pole without an order for service.

Resolution: left voice mail message with the caller requesting an address in Alexandria, given that I can't call Verizon without some specifics with regard to location.

Closed: Yes

Date Closed: 12/21/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: BROHNSTOCK-12/21/2004-07:55:13:890

Consumer Contact Memo 30

Received By: KAA Date Received: 12/23/2004 Time Received: 02:30 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: KAA Date: 12/23/2004 Waiting On Due Date:

Comments: Customer placed order for telephone service on 10/26 requiring one pole to be placed. Have not yet placed pole. Need service asap to move into new house.

Engineering completed on 11/5 and job went to Construction. Customer was quoted 12/1, missed. Called and quoted 12/16, missed. Called and quoted 12/23, missed. Now can't get anyone to give her a date.

Resolution: Called Jan Quint at Verizon. Foreman is in the field. She will send a message and get back to me on Monday.

When she calls, need to know date pole will be placed. Then follow up with PSNH to check on when they can run their lines.

12/30: Verizon hit ledge when they went out and job was completed on 12/28.

Closed: Yes Date Closed: 12/30/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: KTURNER-12/23/2004-08:08:07:562

Consumer Contact Memo

31

Received By: KAA

Date Received: 12/30/2004

Time Received: 09:55 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL

Staff Responding: KAA

Date: 12/30/2004

Waiting On Due Date:

Comments: Customer claims she placed an order with Verizon for telephone service. Customer needs several poles. Customer was quoted a price by Verizon that reflects $390.00 per pole with one pole free. Doesn't understand why she has to pay for poles.

Resolution: Explained Verizon charges per pole, electric company charges per foot of line. Rates are tariffed and approved. Explained that if someone else moves into her pole line and places an order for telephone service within 5 years, she will be reimbursed for some of that construction work. Customer understands.

Closed: Yes

Date Closed: 12/30/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Received By: RPR Date Received: 01/03/2005 Time Received: 01:50 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 01/03/2005 Waiting On Due Date: 01/14/2005

Comments: caller claims that they have paid $1200.00 on 9/4/04 and are still waiting for Verizon to provide service.

Resolution: called Verizon and spoke with Pam---gave her the order number ([redacted] and have asked her to provide some explaination as to why this customer has been waiting for four months for service---Pam indicates that she recognizes that the order is ther and she will get back to me.

1/3/05:Bob,

Here ia an update:

Verizon did not receive the customers check of $1,170.00 until 11/4/04. The order is in the sytem, with some parts completed, some not. I am waiting for a callback from the Engineer with a status of the pole placement. Will update you as soon as I hear back from them.

Pam

1/12/05 incoming from the caller----poles were placed yesterday----when will they install service?
1/12/05 lwtc with Jan ----when will Verizon install service????

1/13/05 per Jan waiting for power to place before Verizon can place.
----spoke with kcustomer----customer indicates that power is already there and underground, no need to wait any

longer.---left word with Jan---please let me know when this service is going to be installed.

1/18/05 incoming from Pam----Bob

FYI- Engineer & Construction work has been completed. We will be dispatching a tech out tomorrow to complete the job.

Pam

notified caller to expect service today.

1/20/05---I talked with her yesterday afternoon, after trying to reach her several times during the day (busy), and I 'm to get a ME letter from her Dr. today. There is no way they can pay anymore than $50.00/semi-monthly. The ME letter will 'buy' her 30 days, and maybe within that period, one of the welfare agencies that they have speaking with will come up with some $$$ for them. Otherwise, she is out of luck. To whom should I fax the ME letter if/when I get it???

-----Original Message-----

Closed:	Yes	Date Closed:	01/19/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo 33

Received By: RPR Date Received: 01/05/2005 Time Received: 01:07 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 01/05/2005 Waiting On Due Date:

Comments: customer is claiming that the span of drop wires, both telephone and electric are too low, so as to create an unsafe situation.

Resolution: Good morning, Bob!

PSNH has been working with [redacted] and telco to resolve this. The pole is leaning but has been inspected and determined to be safe. The issue was complicated when the customer added a new leach field which raised the existing terrain. The combination has created a situation where the lines are lower than standard. (Note that this area is not subject to vehicle traffic.) Three weeks ago, in order to correct the situation, PSNH requested that telco install an anchor to support the pole and raise the height of the line. As of yesterday, telco informed PSNH that they will try to install the anchor as soon as possible.

If you have additional questions, please let me know.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

left word to call with Pam----please check on the staus of the guy wire to support the pole.

Batch ID: BROHNSTOCK-01/05/2005-13:06:59:814

1/7/05---Pam from Verizon has reported that Verizon has raised their wire to the appropriate height.

****
This e-mail, including any files or attachments transmitted with it, is confidential and intended for a specific purpose and for use only by the individual or entity to whom it is addressed. Any disclosure, copying or distribution of this e-mail or the taking of any action based on its contents, other than for its intended purpose, is strictly prohibited. If you have received this e-mail in error, please notify the sender immediately and delete it from your system. Any views or opinions expressed in this e-mail are not necessarily those of Northeast Utilities, its subsidiaries and affiliates (NU). E-mail transmission cannot be guaranteed to be error-free or secure or free from viruses, and NU disclaims all liability for any resulting damage, errors, or omissions.
****

Closed:	Yes	Date Closed:	01/07/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo 34

Received By: KAA Date Received: 02/11/2005 Time Received: 08:30 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: KAA Date: 02/18/2005 Waiting On Due Date:

Comments: Customer claims to have added an "in law" apartment to their house and as a result, have a pole and a line to be removed. Claims that there is temporary service in place but she wants the work to be done.

Resolution: Called Jan Quint at Verizon. She will investigate and advise.

2/24: Jan called back. Drop wires have been removed from the house. Job is in Engineering. Estimated two weeks to complete work, then a contract will be sent to the customer. Once payment is received the work to remove poles and run lines underground will be scheduled.

Called customer back and explained.

Closed: Yes Date Closed: 02/24/2005 Adjusted Amt: $0.00

Reopened: Date Closed:

Consumer Contact Memo

35

Received By: VM

Date Received: 02/16/2005

Time Received: 06:49 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: MAL

Date: 02/17/2005

Waiting On Due Date:

Comments: Today I suffered a power outage and it took forever to fix because Verizon owned the pole. I want somebody to turn the screws on Verizon and tell them to get the poles there right away, immediately instead of six months from now. I'm sick of this. Okay. We've gone through this before because Verizon is negligent, sluggish and bureaucratic. I demand the state of NH fine them a million dollars for their misconduct. Thank you.

2/16 7:25 pm vm [redacted] called back and gave his address. I apologize for previous outburst, however, we have got to compel Verizon to deliver its poles in a timely manner when there's an accident involving one of their poles. they make PSNH look bad and PSNH is taking all the heat. Perhaps you can explain to me why it takes Verizon so long to deliver their poles to an accident scene. Call me at [redacted]

NOTE: Car accident on 3A near Washington Park Apartments.

Resolution: 2/17 8:26 Called Jan Quint at Verizon for details. Left call back message on vm. 8:35 vm Jan called. 8:43 Called Jan's vm. 11:00 Called Jan and asked for info on pole. 11:10 Jan called. Verizon notified around 12:00 pm about the pole. Crew in Manchester working on another pole. Called Windham and they were working on a job in Salem. Broke that job up and drove to Windham garage and picked up a pole and took to location in Manchester. 11:15 Called [redacted] and advised of the Verizon information regarding the pole replacement. Customer said service still a bit sluggish. Lost electric service at 12:30 pm Came back on at 4:15 pm. Then off briefly around 7:15 pm. Always happening in that area. Why don't we make them put up a guard rail in that area because the rest of the road has them. Advised should call the town regarding the guard rail. [redacted] and I discussed dual ownership in the poles and there are set maintenance areas agreed to by the companies. Manchester is a Verizon maintenance.

Advised [redacted] that I pass that way on my way home from work and saw them putting in the new pole. There had been a car accident at that site and pole cannot be set until car removed, old pole removed, and electric turned

Batch ID: MLUTZ-02/18/2005-11:12:26:112

off. It was also raining yesterday. Safety issues. Then set the pole and companies have to transfer the lines. Takes time. Advised if I can be of further assistance, call me back.

Closed:	Yes	Date Closed:	02/18/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

3L

Received By: RPR Date Received: 01/18/2005 Time Received: 09:39 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: INSTALL POLES

Staff Responding: RPR Date: 01/18/2005 Waiting On Due Date: 01/19/2005

Comments: customer had been given an install date of 1/18/05 for [redacted]
customer received vm indicating that service was not go to be installed as promised, but "maybe the end of the week maybe the end of the month". caller not happy with the delay

Resolution: 1/18---spoke with Pam at Verizon---she will investigate and get back
1/19/05---incoming from Pam: Bob-

I spoke w/ Constr this morning.There were no available facilities out there. He said his techs will complete the work tda, if the dt doesn't get connected by them, I will call dispatch tomorrow once it is released into the system .

Pam

1/19/05---lw w/ the customer ---informed him of the message from Verizon, and invited a call back should the service not go in as promised.

[redacted]
Constr completed work, tech will be dispatched
tomorrow between 1-6 to complete dial tone

Closed: Yes Date Closed: 01/19/2005 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-01/19/2005-08:36:00:264

Consumer Contact Memo

37

Received By: RPR

Date Received: 01/20/2005

Time Received: 03:33 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: RPR

Date: 01/20/2005

Waiting On Due Date:

Comments: caller is developing a 7 home sub-division and is having no luck getting Verizon to place the necessary poles so that he can get power from PSCo.

area being developed is located at:

[redacted]

customer has had conversation w[redacted] at Verizon
and Bill Couture at PSCo.

Resolution: spoke with Jan Q. she will look into the matter and get back to me.

1/21/05----incoming from Jan Q. Verizon will not do anything at this point. Per Jan, and according to the Verizon Engineer, Verizon has not been asked by PSCo. to place any poles at this time. Per Jan, PSCo. can provide temporary power to this contractor at the time he begins construction. Further, according to Verizon Engineer, all that is needed at any point in time will be the replacement/upgrading of one pole. They don't see any need for the placement of additional poles.

1/21/05---left word to call with Karen Mackey @ PSCo.
1/22/05---spoke with Karen Mackey---PSCo. has has issued request to Verizon to replace and upgrade one pole. Customer has been notified of scheduled replacement.

2/3/05---customer wants something in writing from Verizon indicating when they are going to replace the pole. spoke with Cheryl at Verizon requested a date.

Batch ID: BROHNSTOCK-01/20/2005-08:47:52:995

Closed:	Yes	Date Closed:	01/28/2005	Adjusted Amt:	$0.00
Reopened:	02/03/2005	Date Closed:	02/11/2005		

Consumer Contact Memo 38

Received By: KAA

Date Received: 01/27/2005

Time Received: 01:55 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 01/27/2005

Waiting On Due Date:

Comments: Developer building 5 houses in a new housing development and the houses are scheduled to be complete in 5 weeks. The development is located on [redacted]. Claims he has been trying to get Verizon to place one pole for at least two months so he can get electricity into the development. Claims that since he hasn't placed an order for telephone service, his order keeps getting "bumped". Doesn't think this is right or fair and wants the pole installed immediately. He is working with Verizon Engineer Mary Feeney (595-1122).

Resolution: Called Jan Quint at Verizon. She will investigate and advise.

1/28 2:30pm. Checked with Jan. Mary Feeney reported in to her today that the customer placed the pole himself today. Called customer and LM indicating I knew he had placed the pole and did he need any help expediting electric install?

Closed memo.

Closed: Yes

Date Closed: 01/28/2005

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: KTURNER-01/28/2005-08:43:04:990

Consumer Contact Memo 39

Received By: RPR Date Received: 02/04/2005 Time Received: 08:47 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: INSTALL POLES

Staff Responding: RPR Date: 02/04/2005 Waiting On Due Date:

Comments: customer has been waiting since 12/27/04 for service, and Verizon continues to miss the appointment date.---
December 27th Verizon to set poles and didn't, Jan 21, Verizon no show, Feb 3, Verizon didn't complete the job and redated for ten days (see 12/27/04 contact memo fo[redacted].

Resolution: spoke to Jan -- she will investigate and let me know
2/7/05---incoming from Jan---order to be completed on 2/8/05---called customer--by, by.
2/8/05 called customer by, da.

Closed: Yes Date Closed: 02/08/2005 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-02/08/2005-08:47:18:475

Consumer Contact Memo 40

Received By: KAA

Date Received: 02/07/2005

Time Received: 11:12 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 02/07/2005

Waiting On Due Date:

Comments: Customer claims that he placed an order with Verizon for service at his new house 6 weeks ago and doesn't understand why he doesn't have service yet. He spoke with Randy Glines in Engineering and thinks he needs one pole.

Resolution: Called Jan Quint at Verizon. She checked and advised that the order was placed on 1/10/05. It is currently in Engineering and once complete, the Engineer will send a contract to the customer. Once the contract is signed and returned, it can go to Scheduling and Construction. Will probably take about 4-6 weeks. I asked her if she could check with the Engineer to expedite getting the contract out to the customer for signature. She will do so.

Called customer back. Let him know. Told him I'd follow up weekly to make sure his order went through as quickly as possible.

2/16: Jan called. Customer got service on 2/15. Closed.

Closed: Yes

Date Closed: 02/16/2005

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: KTURNER-02/09/2005-11:16:09:814

Consumer Contact Memo 41

Received By: RPR Date Received: 02/11/2005 Time Received: 11:25 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES LINE EXTENSION

Staff Responding: RPR Date: 02/11/2005 Waiting On Due Date: 02/14/2005

Comments: caller is frustrated in her attempt to get power to the location of a new home---caller indicates that there is a pole on her property that she is told that the power company cannot use to provide her with service.---she indicates that the pole in question is being used to provide service to her neighbor, and to U.S. Cellular for a cell tower.---indicated to the caller that I would look into it.

Resolution: spoke with Pam---gave the details---she will look inot it and get back to me.

2/14/05 spoke with Jan--she will talk wit[redacted]---

per Jan---Verizon, the power company and the customer are scheduled for a meeting at the site tomorrow at 1:00PM

2/16/05---cusotmer has met with the utilities---a plan has been agreed to with reference to pole placement.

Closed: Yes Date Closed: 02/17/2005 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-02/11/2005-08:20:44:519

Consumer Contact Memo

42

Received By: AON

Date Received: 03/09/2005

Time Received: 08:48 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

File Attachments?: ☑

Account #:

Method of Contact: Letter

Docket #:

Reason for Contact: POLES

Staff Responding: MLR
KAA

Date: 03/10/2005

Waiting On Due Date:

Comments: Received letter from customer regarding problem getting pole relocated. SEE "FILE ATTACHMENTS.

Resolution: 3/10 Faxed 5 day letter to Jan at Verizon for investigation and response to Kathy.
3/10 Sent letter to customer advising of investigation
3/14 3:55pm [redacted] called and stated that Verizon completed the work today and he is satisfied. Closed.

Closed: Yes

Date Closed: 03/14/2005

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: MRAYMOND-03/10/2005-09:16:54:400

Consumer Contact Memo

43

Received By: KAA

Date Received: 03/22/2005

Time Received: 11:30 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 03/22/2005

Waiting On Due Date:

Comments: Customer claims he placed an order with Verizon for telephone service in November 2004, and Verizon needs to set a pole. Customer claims that Verizon keeps delaying pole placement, it is now March 2005 and still no pole, no service. He has been working with "Leo" in the Lebanon Office and now he is not returning his calls. Wants to know what's going on, why won't they place a pole and install his service.

Resolution: Called Jan Quint at Verizon. She will investigate and advise.

3/23: Jan called. Customer applied on 11/1 and Verizon has been unable to place pole due to deep snow and weather conditions over the winter. Verizon went out on site yesterday, and there is deep mud where the pole needs to go. Verizon will hire a contract work group to place the pole. She doesn't have a date yet. Will advise.

3/23 3:10pm. Jan called again. Spoke with the Engineer in the area. Customer has been instructed by Leo from the Lebanon office that he needs to make improvements to his driveway in order for Verizon to have access to install the pole. Until he does that, Verizon can't install the pole and complete his service. Customer has been informed of this again today.

4/12: Croydon Road Agent has reported that there is a notice posted no access until after 5/1/05. Road is posted off limits to large vehicles. Vz to check w/ road agent week of 4/18.

11:50am. Called customer and LM indicating same.

2:58pm. Customer called back and stated that Verizon is lying. It's just another stall tactic. He knows for a fact that the weight ban on the roads don't apply to utility vehicles. Went into some detail on if Verizon had just done the work last fall when they were supposed to, this wouldn't be happening now. He stated that he will be pursuing his

complaint with the State. (?) Called Jan and let her know.

4/21 12:57pm. Jan called. Advised that Verizon Engineering truck (under weight limit) went out to the site last week just to check on the road condition, to see if it was possible to place poles sooner than 5/1. Engineer reported back that the road is still washed out and that it is impassable. Verizon can't place poles until road improvements are made.

5/5:

Kathy,

AN UPDATE ON [redacted] THE LAST 400FT. ARE STILL UNUSABLE,THE ONLY CHANGE IS A PIECE OF HEAVY EQUIPMENT IS PARKED OR STUCK IN THE MIDDLE OF THE LAST 400 FT.THERE IS NO ACCESS TO [redacted] AS OF 5/4/2005

Thanks, Jan

****

6/8: No news yet. Called Jan. She will check on it.

6/17 11:05am. Jan called. Road is now clear. Driveway is still muddy. Contractor has met with customer and they struck up an agreement. Verizon contractor will go out and install the pole and if his truck damages the driveway at all, he will make the repairs - he's going to have the driveway redone anyway.

Closed.

Closed:	Yes	Date Closed:	06/17/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Received By: KNS

Date Received: 03/23/2005

Time Received: 09:11 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: POLES

Staff Responding: MLR
RPR

Date: 03/23/2005

Waiting On Due Date: 03/28/2005

Comments: Kim forwarded customer's email to Consumer Affairs for response:

-----Original Message-----
From [redacted]
Sent: Wednesday, March 23, 2005 8:04 AM
To: PUC
Subject: verizon

My property in New Ipswich consists of three houses [redacted]. We have been building an addition to the house at [redacted] Because of the addition, the electrical service had to be relocated. This involved a new pole for PS&H to use for this relocated service. Verizon was contacted at least 6 months ago and asked to install a new pole for PS&H to use. Verizon came out and marked the location about 4 months ago, delivered a pole 2 months ago and it is still laying on the ground. Repeated calls to Verizon in an attempt to get some schedule for the poles installation have not been sucessful. It has reached a critical point now and we need this pole installed so that we can get electrical service installed, Can you help me get Verizon to respond and get the work done? My telephone number at work is [redacted] and my home phone is [redacted] I appreciate your help in this matter.

Very truly yours,
[redacted]

****
4/23 Forwarded customer's email to Bob for investigation and response.

Batch ID: MRAYMOND-03/23/2005-11:25:22:130

4/23 Sent email to customer advising of investigation.

Resolution: Jan,
I received the complaint below by E-mail from the customer. Can you please check out the situation and let me know?
Thanks,
Bob

3.25.05---incoming from customer - what's going on, when will the pole be set.---xplnd that I am waitng for answer.
3/29/05 to PSNH:
Karen,
Anything to report on this one?
By way of a more detailed explanation of what prompted my inquiry, I would offer Verizon's response to my initial inquiry:

Marcia Murdock is
working w/PSNH on
when to set pole.
It is now in the
April 3 - 16 time
frame - depending
on PSNH per Marcia.

I will check with
Marcia next week.

The customer is indicating that , "It has reached a critical point now and we need this pole installed so that we can get electrical service installed, Can you help me get Verizon to respond and get the work done? My telephone number at work i[redacted] and my home phone i[redacted] I appreciate your help in this matter."

So, all in all, the customer indicates that it is now "critical", Verizon indicates that they are 'standing by' waiting for PSNH, and I suspect that the facts of the matter lie somewhere in the middle. Any additional info on this would be appreciated, as I must get back to the customer with a date as to when this will be done.
Thanks,
Bob
-----Original Message-----
From: mackekt@NU.COM [mailto:mackekt@NU.COM]
Sent: Monday, March 28, 2005 3:35 PM
To: Rohnstock, Bob
Subject[redacted]

Bob,

I received your voice message and I have forwarded the question to the field. I'll let you know what I find out.
Thanks!

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

****
This e-mail, including any files or attachments transmitted with it, is confidential and intended for a specific purpose and for use only by the individual or entity to whom it is addressed. Any disclosure, copying or distribution of this e-mail or the taking of any action based on its contents, other than for its intended purpose, is strictly prohibited. If you have received this e-mail in error, please notify the sender immediately and delete it from your system. Any views or opinions expressed in this e-mail are not necessarily those of Northeast Utilities, its subsidiaries and affiliates (NU). E-mail transmission cannot be guaranteed to be error-free or secure or free from viruses, and NU disclaims all liability for any resulting damage, errors, or omissions.
****

from PSNH:
Good morning Bob

Thanks for sending Verizon's response. PSNH and Verizon have agreed to set the pole and run the electric service by appointment on the same day because PSNH is needed to cover lines for Verizon while the pole is being set. By scheduling the pole set and line work together, there is a considerable cost savings for ratepayers. In fact, both parties are meeting on site today to finalize those plans and determine that status of the customer's pre-requisites. At this time, the appointment can be set to do all telephone and PSNH line work once the customer has completed their service requirements. Verizon is waiting for the go-ahead from PSNH only to the extent that the customer has not completed their work. I understand that the customer is aware of this joint work-day arrangement, but it will be discussed again on site today.

Mr. [redacted]
Below please find the most recent correspondence from Public Service of New Hampshire with regard to the status of the work to be done jointly by Verizon and PSNH on [redacted] Rd.:

PSNH and Verizon have agreed to set the pole and run the electric service by appointment on the same day because PSNH is needed to cover lines for Verizon while the pole is being set. By scheduling the pole set and line work together, there is a considerable cost savings for ratepayers. In fact, both parties are meeting on site today to finalize those plans and determine that status of the customer's pre-requisites. At this time, the appointment can be set to do all telephone and PSNH line work once the customer has completed their service requirements. Verizon is waiting for the go-ahead from PSNH only to the extent that the customer has not completed their work. I understand that the customer is aware of this joint work-day arrangement, but it will be discussed again on site today.

Based on this, it would appear that PSNH has been waiting for the completion of some 'site work' before scheduling with Verizon for the setting of the pole and the transferring of the lines. I suspect that today's meeting at the [redacted] Rd. location will result in a definitive date being established for this work. I have asked for a report from PSNH following today's meeting with regard to that date.

Thanks,

Robert P. Rohnstock
Utility Analyst
Consumer Affairs Division
New Hampshire Public

4/25/05----pole was placed on 4/18/05.

Closed:	Yes	Date Closed:	03/30/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

45

Received By: KAA

Date Received: 03/29/2005

Time Received: 01:30 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 03/29/2005

Waiting On Due Date:

Comments: Contractor calling because he is building a house in Brookline and needs a pole for electricity. Brookline is a Verizon pole set town and he had not placed an order for telephone service because he is the contractor, not the customer. Claims he has been working with Mary Feeney at Verizon and she has not given him a date when he can expect this pole to be installed.

Resolution: Called Jan Quint at Verizon.

3/30: Jan called back. She has spoken with Mary Feeney and offers the following: On 3/29, PSNH marked and staked the placement location for the pole. Verizon issued the job on 3/30. It must be dig safed and easements need to be checked, etc. Lead time is 30 days. She has notified [redacted] and he is aware of the schedule. There is no charge for this work because there is only one pole.

Closed: Yes

Date Closed: 03/30/2005

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: KTURNER-03/31/2005-08:09:50:345

Consumer Contact Memo 4/6

Received By: RPR Date Received: 04/01/2005 Time Received: 03:33 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: INSTALL POLES

Staff Responding: RPR Date: 04/01/2005 Waiting On Due Date:

Comments: customer needs pole to be set (Verizon set area) and has been waiting since November '04---now the road is muddy (Class 6), so PSCo. is now saying thta even if the pole is set tomorrow they are not going to do their work until May. Customer wants Verizon to set the pole.

Resolution: Jan,
The above named customer is indicating that he has been waiting since last November '04 for Verizon to set a pole---now he is moving into the property this weekend and doesn't have telephone service.
Any info???
Thanks,
Bob

4/5/05---per Jan---Verizon froeman and contractor visited location and they can't do the job because of the road conditions---per contractor, it might be doable by the end of next week, depending on rain fall.

4/5/05---left word to call
spoke with cusotmer ---explained the above.

Closed: Yes Date Closed: 04/05/2005 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-04/01/2005-10:46:14:282

Consumer Contact Memo 47

Received By: RPR Date Received: 04/20/2005 Time Received: 10:08 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 04/20/2005 Waiting On Due Date: 04/21/2005

Comments: caller is builder who is trying to get a pole installed at [redacted] i[redacted]--the occupant of this address is to be [redacted] of [redacted]---customer has applied for service and is anxious to get service order placed in order to make next issue of Yellow Pages.

Resolution: spoke with Jan---she wil check with the Engineer and get back to me.---possible drive way issue.

spoke with the cusotmer---drive way has been completed for two weeks now and the telco engineer has been notified.---Jan wil check.---4/26/05 checked with Pam--any word????--she will check

4/27/05---from Pam:
Bob,

Here is the latest update re Pole installation-

This is a 499 issue. #[redacted] was sent to engr on 12/10/04. Engr. called cust.[redacted] to schedule a meeting. Went out to site and told cust to contact him again once the driveway was in. Never got a call back from cust. Engr drove by early last week and noticed the driveway was in. Met with cust on 4/21 and staked area for poles. EWO [redacted] will be issued and placed into our schedule once Vz receives $390.00 for cost of work from customer.

Pam

Closed: Yes Date Closed: 04/27/2005 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-04/20/2005-08:00:29:080

Consumer Contact Memo

48

Received By: RPR

Date Received: 04/28/2005

Time Received: 10:07 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: RPR

Date: 04/28/2005

Waiting On Due Date: 04/28/2005

Comments: caller is still waiting for a pole to be set by Verizon for power a[redacted]---according to previous contact, as of 3/30/05 , pole was to be set within 30 days.

Resolution: 4/28/05---spoke with Pam---she will check with Mary Feeney and get back to me.

4/29/05---Per Pam pole will be set next week.---lwtc on vm --indicated that the pole will be placed next week.

Closed: Yes

Date Closed: 04/29/2005

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: BROHNSTOCK-04/28/2005-08:05:50:004

Consumer Contact Memo

49

Received By: RPR

Date Received: 05/27/2005

Time Received: 03:21 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: RPR

Date: 05/27/2005

Waiting On Due Date:

Comments: custoemr needs to have telephone wires moved to new pole line---wires are resting on the roof of his house---wires are so low over his driveway that he cannot get a truck down the driveway.

Resolution: explaineed to Pam @ Verizon---she will check it out and get back to me with an answer.

6/6/05---per Pam Oliver---PSCo. is to set the pole on 6/10/05----following that electric cable and then telephone will transfer off the old and on to the new.

left message with customer's machine ---gave him the 'schedule' of pole pacing and transfers.

Closed: Yes

Date Closed: 06/06/2005

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: BROHNSTOCK-05/27/2005-10:17:47:009

Consumer Contact Memo

50

Received By: MLR Date Received: 06/01/2005 Time Received: 09:08 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

ANY TIME

Contact Information

[redacted]

Account #: NEW HOME Method of Contact: Online Docket #:

Reason for Contact: POLES

Staff Responding: MLR Date: 06/02/2005 Waiting On Due Date: 06/03/2005
RPR

Comments: I CAN NOT GET POWER BECUAES VERIZON HAS NOT PUT UP TWO TELPHONE POLES.IT HAS BEN OVER 30 DAYS.PSNH SAID THAY CAN NOT DO IT BECAUES IT IS VERIZON POLES.SOME THING NOT RIGHT HERE???TELL ME IF THAT IS NOT A MONOPOLY? VERIZON SAID THE POLES WOULD BE IN LAST FRIDAY ON MAY 27 2005 SO NOW IM GETTING THE RUN AROUND.

CALL ME BECAUES THIS NOT RIGHT.

THANK YOU.

Resolution: to custoemr on 6/2/05:

[redacted]
I'm in receipt of your complaint with regard to the placing of two utility poles in Loudon. I have requested a status report from Verizon, and upon receipt I will let you know what to expect.
Thanks,

6/6/05---Jan reports that poles have been set
to [redacted]:
[redacted],
Verizon informs me that the needed poles have been 'set'.
Please advise me should this information not be correct.
Thanks,

from customer 6/7-

Batch ID:

Dear Bob, Thanks for your response, Verizon set the poles on Friday. [redacted]

Closed:	Yes	Date Closed:	06/06/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Batch ID:

Consumer Contact Memo 51

Received By: KAA

Date Received: 06/02/2005

Time Received: 02:30 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 06/02/2005

Waiting On Due Date:

Comments: Fiance calling on behalf of is future wife, both are in their eighties. Claims [redacted] is thinking of putting her house on the market and there is a Verizon pole in front of her house and it is blocking her view and lowering her property value. He wants it moved and Verizon refuses to move it for free and said if they want it moved, they can have an Engineer get in touch with them to put together an estimate on how much it would cost to move it but they dont' have any money.

Claims the pole was placed there recently because a business across the street just paid Verizon $7k to relocate poles to their side of the street to make room for a new driveway.

Resolution: Told him that this request is something Verizon is within their rights to charge for, and that I would check to confirm that the pole is in the town right of way. Customer is stating that Verizon does not have the right to have the pole there because it is on her property. I said if it is in the town right of way, it is not her property - it belongs to the town - but I would check and get back to him.

Called Jan. She will investigate and advise.

6/3 10:00am. Jan called. She checked with the Engineer. Pole is inside the Town ROW and customer can obtain information about that ROW from their Town Selectmen's office. Called customer back and explained. He asked me to cal[redacted] and let her know. I said I would.

10:15am. Called - no answer.
11:45am. Called - no answer.
3:50pm. Called - no answer.

Batch ID: KTURNER-06/07/2005-10:06:53:888

6/22 8:45am. [redacted] called. Said Verizon has placed a pole within the town right of way on a piece of her land. Claims the Town allowed Verizon to place the pole there but she doesn't want it there. Thinks it is a hazard. Advised customer that if the pole is within the town right of way, the company has the right to place the pole there. Her complaint is with the Town, not with Verizon.

Closed:	Yes	Date Closed:	06/03/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

52

Received By: KAA Date Received: 06/06/2005 Time Received: 11:26 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

No Name

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: KAA Date: 06/06/2005 Waiting On Due Date:

Comments: Customer who would not leave his name or phone number calling to complain about Verizon and that he had put in request to them to relocate a pole on his property so he could expand his driveway. Claims they quoted him $3800 to do the work and he thinks it is ridiculous. Claims they won't even let him have it done himself. Doesn't want to give his name for fear of repercussions.

Resolution: Advised that private property construction rates are tariffed and are approved by this Commission. THe time frame for doing the work is set by the company. I offered to have someone at Verizon take another look at the quote to verify the total. He said no. I also told him that Verizon quotes high, then if the job cost comes in lower than the quote he will be reimbursed. He wanted to know how he would know if Verizon actually came in lower than quote but didn't acknowledge it and kept the extra money - how would he find out about it. I said Verizon doesn't do that - if the job comes in lower than the quote, he will be reimbursed. He didn't believe me. Advised I would document his complaint.

Closed: Yes Date Closed: 06/06/2005 Adjusted Amt: $0.00

Reopened: Date Closed:

Batch ID: KTURNER-06/10/2005-11:26:45:663

Consumer Contact Memo

53

Received By: RPR

Date Received: 06/23/2005

Time Received: 09:15 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: RPR

Date: 06/23/2005

Waiting On Due Date: 06/24/2005

Comments: caller claims to have dual utility poles in front of his house---for over a year now---caller wants VErizon to complete the transfer and remove the old pole.

Resolution: lwtc with Jan Quint.
left message with receptionist
7/1/05---per jan---pole wil be removed yby 7/8/05

Closed: Yes

Date Closed: 07/01/2005

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: BROHNSTOCK-06/23/2005-09:10:15:287

Consumer Contact Memo

54

Received By: KNS

Date Received: 07/05/2005

Time Received: 08:34 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]0 [redacted]

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INSTALL

Staff Responding: MLR

Date: 07/05/2005

Waiting On Due Date:

MAL

Comments: Kim forwarded email to Consumer Affairs:

Hi Margaret,

I have attached an internet e-mail from our PUC account. Can you please forward it to someone in your department for response?

Thanks,
Kim
Kim Smith
kim.smith@puc.nh.gov

-----Original Message-----
From: [redacted]
Sent: Friday, July 01, 2005 4:10 PM
To: PUC
Subject: PHONE SERVICE

How is PUC able to assist us in getting phone service into a new development quicker? Verizon has quoted us a one month wait until phone service is available. This is not acceptable, as there are children with life threatening food allergies living here. My cell phone does not work inside the home - am working on upgrading my cell phone, without success thus far.

Batch ID: MRAYMOND-07/05/2005-12:19:24:218

We moved in yesterday and were told by Verizon that we would have phone service on the 30th. There was no mention that major parts and connections were missing.

[redacted]

You are welcome to talk to [redacted] if you cannot reach me a[redacted]

Thank you for your assistance.

[redacted]
*****

Resolution:

7/5 Faxed 5 day letter to Verizon for investigation and response to Mary Anne.
7/5 Emailed customer advising of investigation.
7/6 9:04 Called Jan Quint of Verizon and left call back message and does she need assigned number.

7/6 10:52 Received email from Jan advising: Hi,

The assigned number i[redacted] It is a new development. It needs the works: cable, pedestals and splicing. I have a call into our construction department.

Jan Quint
Customer Relations
****

7/7 9:35 Called Jan's vm for a call back. 10:00 vm Jan called. 10:36 Called Jan's vm for a call back. 10:42 Jan called. Asked if will have a date soon. Jan advised yes.

7/8 1:58 Received email from Jan advising: Hi,

no date yet for construction to be complete. Lot of work to be done. It needs to be further field surveying by the Supervisor. I sent a note for an update the first of next week! Thanks. Jan Quint Customer Relations 603 743-1011
****

7/8 2:21 Sent email to Jan inquiring:

Jan,

By the beginning of next week do you mean the 11th or 12th. Will your "fill in" call me with the information?

Mary Anne
****

7/8 2:25 Received email reply from Jan advising:

let's say the 12th and Pam will call you!

Jan Quint
Customer Relations
****

7/8 4:14 Calle[redacted] CBR and after 11 rings recording said "Wireless customer not available". 4:15 Called [redacted] CBR and left status info on vm. Also left my name and 800 number. Advised no more info until Tuesday. Trying to get a firm commitment date.

7/12 10:58 Called Pam Oliveira at Verizon and left message on vm for status. 11:05 Pam called. Sent over today for information.

Batch ID: MRAYMOND-07/05/2005-12:19:24:218

Consumer Contact Memo

54

7/13 11:00 Called Pam's vm for call back and asked for information in regards to date service ordered and all install dates promised. 12:14 Pam called. The [redacted] have service. She spoke with them. Got service yesterday. Pam will get the particulars and call me back. 3:13 vm Pam called. Order placed on 6/24 with due date of 7/1. Held because of no available facilities. Sent to construction who had to get tech out to clear pairs in the underground. That transpired yesterday. Construction tech did all the work including dialtone which usually another tech does.

Closed:	Yes	Date Closed:	07/13/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

55

Received By: KAA Date Received: 07/08/2005 Time Received: 11:49 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: KAA Date: 07/08/2005 Waiting On Due Date:

Comments: Customer calling to question Verizon's price to move a pole 2 feet. She was quoted $225.00 for them to come and move the pole so she can relocate her driveway.

Resolution: Called Verizon. She confirmed price and gave name and number for Engineer, Cynthia Peterson 528-7326 for the customer to call with any additional questions or concerns.

2:45pm. Called customer back. Got VM. Left message indicating same.

8/2 3:15pm. [redacted] called. Wanted to know what is going on. Called Jan. She will check again.

8/5: Jan called. Advised that on 8/3, Verizon tech called the [redacted] and told them that the new date is 8/12. She will keep checking on it to make sure the date is kept. Delays due to repair problems from recent thunderstorms.

8/15 3:30pm. Jan called. Pole was moved on 8/12.

Closed: Yes Date Closed: 07/08/2005 Adjusted Amt: $0.00
Reopened: 08/02/2005 Date Closed: 08/15/2005

Batch ID: KTURNER-08/02/2005-09:48:54:057

Consumer Contact Memo

56

Received By: VM

Date Received: 07/15/2005

Time Received: 02:17 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

File Attachments?: ☑

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: MAL

Date: 07/18/2005

Waiting On Due Date:

Comments: Re: Need pole moved out of parking lot at [redacted] so they can move portable class rooms in and get school opened in the Fall. Please call Monday. Will fax copy of letter sent to Verizon.

7/18 8:21 Called [redacted] involved is [redacted] Can't reopen unless have modular classrooms. Just a telephone pole removed. These things take time. It's in the parking lot. Needs to be moved by Friday. Verizon said they were out and couldn't get in. They can call and make an appointment. They could just remove the pole. Their attorney said to call the PUC. Mary spoke with Jill Wurm at Verizon.

July 15th letter to Verizon regarding the pole in "File Attachments"

Resolution: 7/18 8:35 Faxed [redacted] letter to Jan Quint at Verizon. 8:41 Called Jan's vm and left call back message for after 10 am. 11:04 Called Jill Wurm at Verizon and left call back message. Asked for information she may have. 11:27 Jill called. Engineer called. Out there today to look at this. Just got it last week. He has the contact name of the janitor at the school. Pole feeds the school. Will pass info to Jan. 11:36 Faxed [redacted] letter to Jill Wurm. 12:34 vm Jan called. Spoke with Jill. Engineer will go out today. $225 up front payment. Has to be engineered, priced, and receive payment to do it. Entrance facilities involved. Once paid will push so not 30 days to do the job. Engineer will get back to Jan by end of day. 2:24 Called Mary's vm and left call back message and status of pole. 2:3[redacted] called. He was out there this am. The school notified Verizon mid June. School needs to start digging up the parking lot. Paving has to sit and cure for one week. Modulars coming August 1st. Janitor's name and cell number are [redacted]

7/20 9:28 Called Jan's vm for call back. 10:13 [redacted] called for status. Advised waiting for call back from Verizon. 10:15 Called Jan's vm and asked for a call back with status of complaint. 10:58 Jan calld. Called engineering this am. In pricing. Will call when get the pricing [redacted] needs to pay up front before pole removed. Once he

Batch ID: MLUTZ-07/18/2005-14:14:22:541

gets the money will release it and Jan will push it along. Will have amount on 7/21. [Engineer called while Jan and I were on the phone.] He advised $3,783.00. Engineer is personally taking to post office now. Engineer out of Lancaster. 11:30 Called [redacted] and left call back message on vm. 12:16 vm [redacted] called. Have to go out to one of the schools. Will be back in an hour or so and will call you back. 3:04 [redacted] called. Advised of Verizon information. [redacted] wants to know if engineer is Mike Mills. Advised do know his name. She will call him. He can fax it to her and she will get the check to him right away. Advised most engineers leave at 3 pm. 3:07 Called Jan's vm and advised. 3:07 vm [redacted] called. Tried Mike's number and just rang. Did not leave vm message. Her fax number i[redacted] 3:50 Called Jan's vm and relayed Mary's information regarding contract and fax number.

7/21 8:07 Called Jan's vm to find out if Mike Mills is the engineer and if he can fax copy of contract t[redacted] 11:28 Jan called. She gave information to Mike Mills. 2:01 Called [redacted] CBR and advised her vm re: Mike Mills and fax number. Asked her to keep me abreast of how she is making out.

Will check progress on 7/29.

7/28 10:59 Called Jan's vm for status and call back.

8/4 8:09 Called Jan for status of complaint. Left call back message on vm. 11:03 vm Jan called. Received money. Waiting to splice and place the cable then remove the pole.

8/9 11:43 Called Jan for status of pole. She will check out and let me know.

8/11 11:07 vm Jan called. Should be finished today. Splicing today. Pole should be removed today. If not today then tomorrow.

8/15 1:45 Called Jan and left call back message on vm. 2:00 vm Jan called. 2:09 Called Jan and asked for status. Jan will check and call me back.

8/17 11:08 Jan called. Haven't heard anything yet.

8/18 2:05 Spoke with Jan. Pole removed on 8/11. Everything done.

Closed:	Yes	Date Closed:	08/18/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

57

Received By: RPR Date Received: 07/18/2005 Time Received: 11:46 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 07/18/2005 Waiting On Due Date: 07/19/2005

Comments: customer has been waiting for Verizon to replace a defective pole for over two months now---electric company is waitng for a new pole to be placed---Verizon maintenance area---two months ago Verizon said they would replace the pole within one week---cusotmer still waiting.

Resolution: lwtc with jan
7/18/05---incoming from cusotmer---Verizon just called, apologized, and scheduled the work for next Wednesday---customer happy.

update---8/5/05---pole has been placed.

Closed: Yes Date Closed: 07/18/2005 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-07/18/2005-11:02:20:572

Consumer Contact Memo

58

Received By: RPR

Date Received: 07/20/2005

Time Received: 12:05 PM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: RPR

Date: 07/20/2005

Waiting On Due Date: 07/22/2005

Comments: City has recently repaved the road, installed sidewalks etc. As a result the 'clearance' between the surface of the road and the cable span has decreased thereby making it impossible for trucks t oget into the customer's site---new poles have been placed, electric and cable have transferred ---Verizon needs to transfer.

Resolution: gave the issue to Jan--she will get back to me with date for transfers.

per Jan ---work to be done by 8/5/05---notified customer

Closed: Yes

Date Closed: 08/04/2005

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: BROHNSTOCK-07/20/2005-12:05:55:964

Consumer Contact Memo 59

Received By: RPR Date Received: 07/28/2005 Time Received: 09:52 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES INSTALL

Staff Responding: RPR Date: 08/11/2005 Waiting On Due Date: 08/11/2005

Comments: customer is the sencond occupant in a new 13 home development---customer placed his order for service with vErizon in April---caller is unable to get a due date from Verizon---he doesn't know when to expect service.

Resolution: lwtc for Jan Q.

8/11/05--spoke with Jan @ 1:30 PM---she had requested a status from the field engineer on this job---she will let me know on Monday.
inital contact with company - 3/2/05
5/6/05--check received for $390.00 for 1 pole
7/27/05---job released to construction

8/18/05---incoming from Jan---Pole placed yesterday---confirmed with customer

Closed: Yes Date Closed: 08/18/2005 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-08/11/2005-08:07:44:927

Consumer Contact Memo

Received By: RPR Date Received: 07/29/2005 Time Received: 10:05 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 08/18/2005 Waiting On Due Date:
KAA

Comments: customer has been waiting for four months for Verizon to replace poles so as to allow Public Service to provide electric service to this construction site---customer issued a check in May, cashed by Verizon in June '05, claimed to have lost the check, Verizon found the check---customer then scheduled for August---another contractor offered his spot in the construction schedule so that [redacted] could get this work done in July---Verizon still did not do the work---customer was dealing with Mike Mills originally, now dealing with Travis Andrews---per T. Andrrews work would be done last week-not done -- per T. Andrrews today (8/18/05) work wil be started this afternoon, continued tomorrow, but no quarantee that all of the project will be done---customer indicates that Public Service needs ALL of the poles (5-6 poles) to be replaced before they can begin to do their wok--caller is afraid that Verizon will only do some of the work, which will not solve his problem.--- [redacted] indicated to Mr. Andrews that this was unacceptible, and that he was going to escalate the matter.--- Travis Andrews said that he "...gets calls like this all the time, and that he [redacted] can call whomever he likes, but the work will get done when it gets done". [redacted] has placed a call to Sen. Ray Burton's Office.

Location of project--[redacted]

Resolution: call into Jan---also sent e-mail copy of contact notes.

to Jan 8/18/05 @ 10:25 AM
Jan,
Here are my notes from my conversation with [redacted]---We can talk in more detail when you call me.
Bob

customer has been waiting for four months for Verizon to replace poles so as to allow Public Service to provide

Batch ID: BROHNSTOCK-08/18/2005-09:29:14:446

electric service to this construction site---customer issued a check in May, cashed by Verizon in June '05, claimed to have lost the check, Verizon found the check---customer then scheduled for August---another contractor offered his spot in the construction schedule so that [redacted] ould get this work done in July---Verizon still did not do the work---customer was dealing with Mike Mills originally, now dealing with Travis Andrews---per T. Andrrews work would be done last week-not done -- per T. Andrrews today (8/18/05) work wil be started this afternoon, continued tomorrow, but no quarantee that all of the project will be done---customer indicates that Public Service needs ALL of the poles (5-6 poles) to be replaced before they can begin to do their wok--caller is afraid that Verizon will only do some of the work, which will not solve his problem.--- [redacted] indicated to Mr. Andrews that this was unacceptible, and that he was going to escalate the matter.--- Travis Andrews said that he "...gets calls like this all the time, and that he [redacted] can call whomever he likes, but the work will get done when it gets done". [redacted] has placed a call to Sen. Ray Burton's Office.

[redacted]

Bob Rohnstock
1-603-271-6550

8/18/05---at 4:35PM spoke with cusotmer---Verizon is on-site now---they have set the poles and have promised to be back tomorrow (8/19/05) to finish the work---problem now is with PSCo., as Joe Marshal is telling the cusotmer that they will do their work beginning the week of 9/6/05----trimming is to take 5 days and work can't begin until trimming is done---
8/19/05 called cusotmer --- Verizon will complete work today---PSCo. still indicates work won't start until after 9/6/05--
lwtc with Karyn Mackie @ PSCo.

Hi Bob!

It turns out that there is a considerable amount of work that needs to be done. The 6 pole line extension is associated with a much larger project along Rt 302. Our Field Tech has been talking with Verizon and, as of yesterday, Verizon expects to complete poles and anchors by the first part of next week at the latest and they expect to begin the trimming on Monday, August 22. There are approximately 16 sections of trimming to do here, so the 5 day estimate you were given makes sense. Provided the trimming is completed the end of that week, PSNH can begin framing and rigging the poletops during the week of August 29th. We'll need to use a puller/tensioner to pull in the 4,500 feet of primary and neutral along Rt 302. Provided everything stays on this schedule, they should be able to do that during Labor Day week. There are a number of road crossings to contend with an [redacted] job is to be fed from the middle of this pull.

PSNH crews have already built most of the private property line for this job (6 pole line extension) so that part would be done and ready when Verizon is finished. The URD service is already installed to the meterbox. The Field Tech is investigating ways to complete the portion of the Rt 302 pull that will affect the line extension t [redacted] job and will be talking to Verizon about how their work will affect these options. Unfortunately, there is a balancing act that will need to be considered. By completing all of the work along Rt 302 we will utilize our crews and equipment most efficiently. However, PSNH is aware tha [redacted] is anxious for service and will attempt to escalate the schedule to the extent that they can while keeping our costs reasonable for our customers.

Let me know if you need any additional information.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

8/19/05---spoke with the customer ---read him the letter from Karen Mackey---[redacted] appreciates the specificity of Karen's response, and is optimistic theat PS Co. will do the best that they can.

8/22/05 12:10pm (KAT) [redacted] called. Advised that the poles were all placed on Friday. Wants to know the scoop on the tree trimmers. Nobody on site today and he knows they're on a tight schedule with PSNH to come do their work. Called Pam. She talked to Travis Andrews and he confirmed that the tree trimmers will not be going out today and they will get to it "right away"; whatever that means. I asked Pam to call Travis Andrews back and ask him to find out from the trimmers what "right away" means. Advised tight schedule. She will call him.

3:45pm. Talked to [redacted] Relayed info. He is very concerned that this delay would cause PSNH to push out their work again as well. He is building a log home and is working with several contractors to get material delivered to site. None of the contractors can do their work without power. He has had to reschedule several times. He is extremely discouraged and disappointed at the lack of progress.

Advised I was waiting for Verizon to get back to me with a new date. He said is there anybody else he can call to put pressure on Verizon? Said that Rep. Burton's office had given him the name of Anne Ross of OCA. I explained what the OCA was and said if he wished, of course to please call her. When she contacted me I would relay the information.

8/23 8:20am. Called Pam. Requested she contact Travis Andrews for update. She will call him.

8:35am. I rec'd call from Steve Merrill of OCA (X1175). Relayed all the info I had and told him I would keep him posted. He said he had talked t[redacted] this morning and there are no trimmers on site. Advised I would let Verizon know. Called Pam. She will call the trimmers directly and see if she can get an answer. Verizon uses Lucas Tree for tree trimming subcontractor.

9:45am. Pam called back. Advised that a supervisor from Lucas Tree would be in at 10am and that she would talk to her then.

10:45am. Pam called again. Said she had spoken with supervisor at Lucas Tree. Advised that Lucas Tree needs written permission from 14 homeowners per State Law before they can commence to trim. Said that Lucas Tree was sending someone out today to start this process. Don't know how long this will take.

10:55am. Called [redacted] Relayed info. He said that there are no homeowners anywhere near this place. The former owner of this land is [redacted] - maybe Lucas Tree might need permission from him - and he will gladly give it. But all the trees that need trimming are within a State right of way along Route 302, a State highway. Verizon has an easement for these poles. No private property involved. He is contacting his attorney and his attorney will be contacting Lucas Tree.

11:10am. Called Pam back. Advised that she may wish to notify Lucas Tree of a possible call from [redacted] attorney. She will call them back and explain his position and see if there is any way around this. She'll get back to me. I also told Pam that if the report back from Lucas Tree was going to be more delays, I would have to notify Lisa Thorne. She understood.

2:15pm. Pam called back. Apparently the person at Lucas Tree that her contact had spoken to earlier in the day had confused this customer with someone else. There are no permissions required for this job. Lucas Tree will be on site first thing tomorrow morning and they will finish by Friday. Called [redacted] and let him know. Also called Steve Merrill, who informed me that he had notified Lisa Thorne.

8/24 8:20am. Talked to Pam. She had already talked to Lucas Tree this morning. Claims they confirmed that they would be on site this morning. Called [redacted] He isn't there yet but is on his way shortly and will call me back to confirm.

9:30am. [redacted] called. Two Verizon trucks, a Lucas Tree trimming truck and a flagger for traffic are on site right now and he is very happy. Advised I would notify PSNH and confirm their schedule. Called Steve Merrill and LM indicating same. Sent email to Karen Macke.

Hi Karen,

I know you've been corresponding with Bob Rohnstock from our office on the above referenced customer's new construction a[redacted]. I know that PSNH needed to wait for Verizon trimmers to complete a substantial amount of trimming before PSNH could go out and do their work running lines and providing service to his build site. I have been working with Verizon on Bob's behalf this week (He's on vacation) and have been advised that Lucas Tree is on site this morning trimming and they have committed to Verizon to complete the work by Friday 8/26.

I am letting you know this because I know there have been several delays on Verizon's part and the customer is anxious for electricity. I know [redacted] has been in touch with Mr. Joe Marshall of your office and he has assured [redacted] that all is on track for PSNH to start their work next week. I just wanted to make sure you were in the loop and to confirm that PSNH is still on schedule. If you could let me know if you are aware of any substantial delays to PSNH getting their work completed for this customer, I would appreciate it very much!

Thanks for your help. Kathy
****
Kathy,

With the info you were just given, I expect everything to stay on schedule. I've asked our field folks to let me know if anything changes.

10/25/05---spoke with [redacted]---extended invitation to attend the hearing---he indicated he would do everything he could to attend in person, but if unable, he will send something in writing.

Closed:	Yes	Date Closed:	08/19/2005	Adjusted Amt:	$0.00
Reopened:	08/22/2005	Date Closed:	08/24/2005		

Consumer Contact Memo

Received By: RPR

Date Received: 07/29/2005

Time Received: 09:15 AM

RE: Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: RPR
KAA

Date: 08/01/2005

Waiting On Due Date: 08/12/2005

Comments: according to the caller:

on March 26, 2005 a check for $5000 was given to vErizon for the removal and replacemtn of a pole (on the public right of way) leading into [redacted]. This pole is critical to the completion of the work that Public Service has done within [redacted] to bring the electric distribution up to safety code regulations---the custsomer has been waitn since March for Verizon to do their portion of the job, and they have not started the work yet. Jow Thompson of Verizon promised that the work would be done two weeks ago today, and it has not been done. This work needs to be done NOW as any further delays will put [redacted] in jeopardy.---[redacted] has had several conversations with Mary Feeney, Nancy, and Joy Thompson, and now can't get anyone to call him back. caller indicated that there maybe a dig-safe issue.

Resolution: gave to Jan -- she will investigate.

8/3/05---Jan says that work wil be done on 8/19/05---called customer---UNACCEPTIBLE---PSCo. needs 10 days t do their work --[redacted] 9/1/05---[redacted] 9/7/05----told Jan need better date.---one pole since March 29th $5000.00 in hand by Verizon for 4 months.

8/4/05---incoming from Verizon---work wil be done by 8/12/05---informed the customer.

8/12/05 12:05pm. (KAT) [redacted] called. Said he hasn't seen anyone from Verizon on site today. Wants to know what is going on.

Called Pam at Verizon. She will contact the field service manager. She'll get back to me.

Batch ID: BROHNSTOCK-08/02/2005-08:14:07:455

Pam called back. She finally got through to his office. He has been in a meeting. She had someone interrupt his staff meeting and give him the message. He will check it out and call back. Notes in the system still indicate that the work is scheduled for today. I asked her to find out why delay. She said she'll try to find out.

Called [redacted] back and let him know.

4:27pm. Pam called. Manager's phone line has been tied up all afternoon. She advised that she finally got through to him and he told her that they were short staffed and that they were pulling people from Rhode Island but they couldn't get them until Tuesday. He said the work would be done on Tuesday. I asked her to please ask the manager to give an explanation for the delay to the customer. She will ask him again.

Called [redacted] back and let him know.

8/17/05 1:43 pm Received followin e-mail from PSNH
Good afternoon Amanda...

PSNH has been working closely with [redacted] on this project. As you commented in you voice message, PSNH [redacted] agree that Verizon has been holding up this project. For clarification, PSNH is not performing any customer work at this location and has been waiting for Verizon to set two main line poles. Because of the impending customer need date, PSNH began working on a portion of this project today while continuing to wait for Verizon pole sets. Provided Verizon was able to set those poles today as promised, PSNH expects complete the new installation and relocation part of this project by the end of the next week (Aug 26), weather permitting.

Let me know if you have any additional questions.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

8/19/05---spoke with Mr.---he is on his way to the site now to check it out---he will let me know the status of the work

8/19/05---incoming from Mr.---it appears that the site work is done---and customer believes that they will be ready for the start of the fair---cusotmer will put together letter of complaint for use in a "post-mortum" review.

10/25/05---spoke with [redacted]--he will attend the november 10th hearing.

Closed:	Yes	Date Closed:	08/19/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo 67

Received By: WAS Date Received: 07/18/2005 Time Received: 02:17 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: INSTALL

Staff Responding: WAS Date: 07/18/2005 Waiting On Due Date:

Comments: Is building new house, needs line extension, must pay PSNH.
Wants to know why he should pay full amount when there are 5 other lots in the development.

Resolution: His house is the only one being built right now. Told him when the others come on (within 5 years), then he will be adjusted.

Closed: Yes Date Closed: 07/18/2005 Adjusted Amt: $0.00

Reopened: Date Closed:

Batch ID: WSHYSKA-08/12/2005-11:38:38:623

Consumer Contact Memo

63

Received By: KAA Date Received: 07/06/2005 Time Received: 12:00 PM

RE: NH Electric Cooperative
Tenney Mountain Highway, R.F.D. #2, Box 2100
Plymouth, NH 03264
(603) 536-1800

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: KAA Date: 07/06/2005 Waiting On Due Date:

Comments: Customer bought a piece of land in Jackson, formerly known as [redacted] now has been designated by the Town as [redacted] Claims there is an electric line running through the property where she wants to build a house that is owned by NHEC and there are two poles supporting this line that she wants moved. Doesn't feel she should have to move them at her own expense. Claims NHEC has no right to be there - there is no easement and she will not pay them to move the pole line. Claims that there is no easement because the man who signed the easement 20 years ago, [redacted] did not own the property at the time and had no right to sign the easement.

Resolution: Called Dale Wilke at NHEC. He took all the information. Easement is in the name of [redacted] Page [redacted] He will investigate the background information on this lot and look into alternatives for this pole line and advise back to me in three weeks. Suggested I contact him week of 7/25 to see what he has found.

Called customer back and let her know. Told her I would get back to her.

10/20: Nothing back from NHEC or customer. Sent followup message to Dale Wilke:

Hi Dale, Hope you're doing ok. I am following up on this customer's complaint from July. I've pasted in my notes to refresh your memory. Were you able to resolve her pole/easement problem? I have not heard from her, I was just following up because my case file is still open. Thanks very much for your help.

Sincerely,

Kathryn A. Akerman (formerly Turner)
Utility Analyst, Consumer Affairs Department
New Hampshire Public Utilities Commission

Batch ID: KTURNER-07/25/2005-10:57:32:317

21 South Fruit Street, Suite 10
Concord, NH 03301-2429
phone: 603-271-2431
fax: 603-271-3878
email: kathryn.akerman@puc.nh.gov

****

10/21 6:53pm. Dale called and left VM advising that NHEC has resolved [redacted] complaint. The NHEC Engineer out of the Conway office (Larry Martin) met with her and discussed options - came up with a plan that she was happy with and they were able to work out the easement issue with the neighbor.

Closed.

Closed:	Yes	Date Closed:	10/21/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

64

Received By: KAA

Date Received: 07/05/2005

Time Received: 01:58 PM

RE: Granite State Electric
25 Research Drive
Westborough, MA 01582
(603) 225-5528

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 07/05/2005

Waiting On Due Date:

Comments: Customer claims that he has GSE poles on his property and they need to be replaced and GSE is ignoring his requests.

Resolution: Called Mark Sorgman at GSE. He checked and advised:

7/6: Poles and lines need to be rebuilt on his property and in the immediate area. GSE has been working with this customer on this issue for some time. GSE received plot plan in June 2005 and have made suggestions on where the new poles need to go. Customer is refusing to grant easements to GSE to place poles where they need to go.

The Engineer working on this project is in the process of designing a system that GSE believes is a good compromise to what the customer wants and what GSE needs in order to provide service. It will take approximately 10 days to complete the design, then GSE will send him a copy of the design. He can review and decide if he will then grant easements GSE needs in order to do the work.

Called customer back 10:05am. Let him know of resolution by GSE. Customer satisfied.

8/2: 4:10pm. Customer called again. Said he hasn't received anything from GSE. Called Mark Sorgman. LM.

8/8 10:50am. Mark called back. Stated that the design is still being worked on and the goal is to have it finished by 8/12. GSE will also include the paperwork for the customer to provide GSE with an easement along with his copy of the design.

Called customer and LM indicating same.

Batch ID: KTURNER-07/20/2005-08:11:16:833

Closed:	Yes	Date Closed:	07/06/2005	Adjusted Amt:	$0.00
Reopened:	08/02/2005	Date Closed:	08/08/2005		

Consumer Contact Memo

65

Received By: MLR

Date Received: 06/29/2005

Time Received: 09:01 AM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Online

Docket #:

Reason for Contact: INSTALL

Staff Responding: MLR
KAA

Date: 06/30/2005

Waiting On Due Date:

Comments:

[redacted]

April 24, 2005

Mr. Pierre J. Bougie
Field Technician
Public Service of New Hampshire
74 Old Dover Road
Rochester, NH 03867

Dear Mr. Bougie,

Thank you for your continuing efforts with regard t[redacted]. The town electrical inspection has been completed, the pull string installed in the conduit, and the remittence in the amount of $1902.00 was mailed on Friday April 22, 2005.

I left you a voice mail message on Wednesday, April 20, 2005 to further discuss the various prices that have been quoted by PSNH during this project. I subsequently called back a couple of times, but was unable to reach you. Hopefully with the remittence fully paid the work on the project can proceed to completion and we can address the pricing issues in parallel.

In the Fall of 2003 I initiated work request nu[redacted]with regard to converting the existing overhead service at

Batch ID:

[redacted] to underground service. Gary Monroe quoted me an exact price that was slightly greater than $400.00. It seemed to be based on the depreciated value of the existing service. I was left with the impression that the pricing was tied to the work request, which if I kept open would remain constant.

On June 30th 2004 I met with you and Miles Clark of Verizon to discuss the implications of moving the telephone pole about 20 feet, so that it would not be in the middle of the rerouted driveway. Verizon provided an estimate of $1000-$1200 to relocate the pole. I do not remember getting any new pricing or cost change qualifications from PSNH at that time.

In the Fall of 2004, I opened a separate work request to drop the lines between the house and the street pole and to have the guy wire removed from the pole. When I later called to schedule a trench inspection I was given another exact price, slightly greater than $900.00, this was explained as being due to additional expenses related to moving the pole. This was quoted as an absolute price with no qualifications.

On the 22'nd or 23'rd of December 2004 it was proposed by PSNH that because there was additional work that needed to be done on the street pole, that if Verizon would let PSNH set the new poles, PSNH would set the poles and reconnect the service at no charge to myself. I took this as a very gracious offer and did not ask for any additional details.

On April 16, 2005, after the new poles had been set by Verizon, I was quoted a new price of $1902.00 for the work. The justification for the price change seemed to center around the cost of removing the old pole and old service, and inflation. The old pole was removed from the ground by the trenching contractor, as it was in the way of the trench, and I removed the old service from the house as part of installing the new service. These seem to be work items that should have been covered by the price given in the Fall of 2004.

You guys, and gals, do a great job and provide an invaluable service, and I am sure that having to deal with customers and job pricing is one of the less enjoyable aspects of what you do. Giving some qualifications when generating prices, or estimates, might be very beneficial. I was always under the impression that every price I was quoted was a firm price, since they were exact figures and did not include any qualifications. Also, when the customer starts to talk about changing the scope of the work it seems like it would be reasonable for PSNH to start qualifying or nullifying any previously given pricing. Changing the pricing on a job after the service has been taken down, or the customer has dug up his yard, is emotionally distressing to the customer, as he, or she, is in a very powerless position. It is hard to say no to a higher price when you need the
service and have no other options. If the pricing needs to change the prior pricing should be acknowledged, the changes to the work items and pricing should be explained in great detail, and any other options, like hiring an approved private contractor, should be offered.

I would like to request a detailed and/or formal review of the pricing and costs of the project relative to the initial price. It is my impression that the distance between the new pole and the street pole is the same, or less than, the distance between the old pole and the street pole. I would be happy to purchase the old pole and service equipment, where they lie, from PSNH for $1, if that would help to reduce the cost. I can see some additional costs related to reattaching the service and a new guy wire to the pole, and an extra 20, or so, feet of underground service conductor, but I also would guess that some of this might be redundant with some of the work being done on the new street pole.

Again I would like to thank you, and everyone else at PSNH, for the great job that you guys do, and I look forward to the results of the pricing review.

Sincerely,

[redacted]

Hello,

I was unable to find a consumer affairs contact for PSNH. I was hoping that your contact at PSNH might be able to help provide some additional insight into the pricing changes for the above referenced work request. I did not receive a response to the letter or to a follow up phone message.

Thank you,

[redacted]
****
6/30 Sent 7 day letter to PSNH for investigation and response to Kathy.
6/30 Sent letter to customer advising of investigation.

Resolution: 7/11:
Good afternoon, Kathy...
PSNH would like to ask for additional time to respond to the complaint filed against PSNH b[redacted] We have obtained some of the information, but need time to go over it with the folks involved. We should be able to respond by the end of this week...Friday, 7/15/05.
Please advise....thank you.
....Gloria

Gloria A. Driggers
Consumer Assistance Administrator
PO Box 330
Manchester, NH 03105-0330
(603) 634-2940 (Office)
(603) 634-2449 (FAX)

****
7/14:

Dear Ms. Turner,

Thank you for assisting with this matter. Please use email or [redacted] for any written correspondence. [redacted] is the address where the work was performed, we do not receive mail there.

Thank you,

[redacted]

****
7/15

Good morning Kathy,

I received a formal complaint from the PUC dated June 30, 2005 [redacted] had sent a letter to Pierre Bougie requesting a discussion regarding price changes associated with changes to a service on [redacted] in [redacted]

PSNH, Verizon and [redacted] had several discussions regarding the scope of the project, which varied over time with pole locations and underground vs overhead services. When PSNH estimates a project, the costs are valid only for work defined within the scope of the project and are valid for 90 days. In his letter [redacted] also noted several changes in project scope over the course of a year and a half. Although PSNH was delinquent in responding to his letter, by researching the project history Mr. Bougie was able to identify an error in the project estimate. Because the 1/0 triplex between poles 29 and 29A can be reused, the scope of the current project was overestimated by approximately $380.00. PSNH hopes that, along with the refund, [redacted] will accept our apologies for the delay and the error. Mr. Bougie will be contacting [redacted] shortly to discuss the details of the project, the associated cost and the resulting refund.

If you have any additional questions, please let me know.

Batch ID:

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

Closed:	Yes	Date Closed:	07/15/2005	Adjusted Amt:	$380.00
Reopened:		Date Closed:			

Batch ID:

Consumer Contact Memo

Received By: WAS Date Received: 06/09/2005 Time Received: 09:36 AM

RE: NH Electric Cooperative
Tenney Mountain Highway, R.F.D. #2, Box 2100
Plymouth, NH 03264
(603) 536-1800

Customer Information

[redacted]

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: WAS Date: 06/09/2005 Waiting On Due Date:

Comments: waiting for poles to be installed.

Resolution: ref. to Clint at NHEC.

Closed: Yes Date Closed: 06/09/2005 Adjusted Amt: $0.00

Reopened: Date Closed:

Batch ID: WSHYSKA-07/14/2005-09:24:35:279

Consumer Contact Memo

67

Received By: KAA Date Received: 05/11/2005 Time Received: 01:45 PM

RE: NH Electric Cooperative
Tenney Mountain Highway, R.F.D. #2, Box 2100
Plymouth, NH 03264
(603) 536-1800

Customer Information

[redacted]

Leon Griffin

Contact Information

Account #: Method of Contact: Visit Docket #:

Reason for Contact: POLES

Staff Responding: KAA Date: 05/11/2005 Waiting On Due Date:
WAS

Comments: Husband and wife own 25 acre parcel in Sanbornton and NHEC lines run through the middle of it. Customer has owned land for many years and it was deeded to him by his father. Claims they have been trying for the past several years to get NHEC to relocate poles and lines to the road so it can be subdivided. There are 4 poles and lines running across the property. NHEC will not work with them on this issue - keep getting the runaround. Now they're being told that NHEC won't do anything unless they pay for the whole thing and they just don't have enough money. Don't know what to do. They want to divide up land and sell off pieces and give some pieces to their children. They have been working with Bruce Gavarney and "Marion", who is his supervisor.

Advised customers that we do not regulate NHEC and we do not have the authority to tell them that they have to move the poles at their cost. Customers offered to work with NHEC on this - maybe split the cost, depending on how much it was, but they can't afford to pay a huge amount of money to do this. However, I could call them and ask them the best way to move forward with this and what options they have as landowners for the property.

Resolution: I had started the meeting with Bob Rohnstock as the customer had an appointment with Walter at 1:00 and we couldn't find him, so by 1:45 Bob and I took the customers into an office and took the information. By the time they finished telling me the situation Walter came in and he instructed the customers that we do not regulate NHEC and to call Clint Hutchens at NHEC.

Closed: Yes Date Closed: 05/11/2005 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: KTURNER-05/13/2005-14:09:25:774

Received By: WAS

Date Received: 05/09/2005

Time Received: 04:13 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Verizon
900 Elm Street, Suite 1923
Manchester, NH 03101-2008
(603) 641-1660

Customer Information

[redacted]

Contact Information

File Attachments?: ☑

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: WAS
KAA

Date: 05/12/2005

Waiting On Due Date:

Comments:

Hi Gloria, this is a Karen M. issue, but I am sending it to you since she is not in.

[redacted]

Customer has 2 poles on his property. He has been told by PSNH and Verizon that he owns these poles.

Cust. has made an addition to his house. In doing this, he added electric svc. and is upgrading to 200 amps.

Since the 2 poles are located in the middle of his yard, he decided to have them moved to the side for better appearance. PSNH and Verizon said ok.

However, the place they want to put a new PSNH/Verizon owned pole (to replace the customer poles) along a right of way on the side of the property needs an easement, and the neighbor will not grant one.

So, [redacted] found a place on his property to put one new pole (after removing the 2 he owns) which requires no easement since it is on his land.

Now comes the problem. Attached to the 2 customer owned poles is another service which serves a house in a back

lot. There never was an easement granted to attach these wires t[redacted] poles. I[redacted] replaces the 2 poles with 1 pole on his property (no easement) then psnh cannot serve the back lot from this pole.

PSNH then suggested that PSNH would replac[redacted]oles with PSNH owned poles (for no charge) and continue to serve the back lot from these poles in their present location with[redacted] granting an easement for this.

[redacted]says no. He does not want to do this. He wants PSNH and verizon to remove their wires from his poles and he will install 1 new pole for his own service, leaving the back lot with no service.

However, back lot could get service along the right of way if it goes underground (I assume at back lot owners expense).

The easiest solution, though, is to simply convince the abutter to grant an easement so that 1 pole can be installed along the line which will service bot[redacted]er and the back lot. However, If abutter will not grant easement, the[redacted]vants the back lot service off from his poles.

What can you tell me about this issue? He has been working with Chris Anderson from PSNH.

Please advise,
Walter

Walter Shyska
Consumer Affairs Representative
NHPUC
21 South Fruit St. Suite 10
Concord, NH 03301-2429
(603) 271-2431
1-800-852-3793
walter.shyska@puc.nh.gov

Resolution: 5/9/05 3:06 pm e-mail to PSNH (Gloria Driggers and Karen Mackey)
[redacted]

-----Original Message-----
From: driggga@NU.COM [mailto:driggga@NU.COM]
Sent: Tuesday, May 10, 2005 5:34 PM
To: Shyska, Walter
Cc: mackekt@NU.COM
[redacted]

Walter....

Attached is a letter drafted by the Verizon Technician involved in this project. Unfortunately, this issue has been ongoing since approximately September of 2004. Several location visits and phone conversations have taken place by local Bedford AWC representation from the Field Technician level, SDL and Line Supervisor. PSNH's Line Supervisor Chris Anderson met on site with the customer on April 7th to review options and the overall situation. He then met again with the customer and Verizon representative Wayne Hackett to try and reach an amicable solution. Unfortunately this meeting ended with no resolve and with Verizon going back to try and obtain permission for a pole set in the area of the abutters property. (This has been denied).

There are several factors surrounding this issue... from a neighbor dispute to the unwillingness o[redacted] to allow tree trimming on the property line. PSNH has checked on all the property line and easement issues as well as

any legal concerns that may be involved. PSNH has
offered to facilitat[redacted]'s service upgrade allowing him to continue with his construction project which would leave only the pole location issue. This work could be completed with the existing pole locations. Mr. [redacted]ided not to move forward with the upgrade as he felt that we (PSNH/Verizon) would then ignore the pole location issue.

To make a long story short, this is a Verizon Maintenance Area and really should be a Verizon issue. PSNH can fulfill the customers request for upgrade in its present location and have offered to do so. However, PSNH also feels that the issue for resolving the pole location concerns lies
with Verizon. We do not believe that the NHPUC would allow the removal of service to the residence behind the Fournier property under the circumstances that have evolved.

I hope this helps. The Verizon letter attached will shed more light on the subject. Please let me know if you need additional information.
(See attached file: Verizon Letter t[redacted]

....Gloria
Gloria A. Driggers
Consumer Assistance Administrator
PO Box 330
Manchester, NH 03105-0330
(603) 634-2940 (Office)
(603) 634-2449 (FAX)

5/11/05 9:47 am Sent following e-mail to Gloria Driggers and Karen Mackey

-----Original Message-----
From: Shyska, Walter
Sent: Wednesday, May 11, 2005 9:47 AM
To: 'driggga@NU.COM'
Cc: 'mackekt@NU.COM'
[redacted]

Gloria, I spoke with Amanda regarding next step on this (conference?
Docket?) and prior to any conference, she wants PSNH to provide us a list of what other alternatives exist to get power to the back lot property o[redacted]

I note in Verizon's letter in point 4 that a "blanket easement" for utilities does exist. However, according to Mr. [redacted], he was told that this is a "right of way" only. There is no utility easement.

So, first of all, please confirm that that there is not easement as noted in Verizon's letter item 4. Or, if there is an easement, then don't you have the legal right (irrespective o[redacted]
objections) to run your lines on this easement without any permission from [redacted]r other abutters? This seems to be the key point here.

Also, what other alternatives exist? Please respond by May 20, 2005. If you need more time, let me know.

Walter

5/23/04 3:24 pm SEnt following e-mail to PSNH

Below is the email I sent you last week on this matter.

The question is: Is there an alternative to serving the customer in the back lot if his service is disconnected from Mr. [redacted]pole?

[redacted]s adamant that he wants that line removed from his poles since he owns the poles and you do not have

an easement.

Please read below and advise,
Walter

5/27 3:05pm. (KAT[redacted] called. Knew PSNH was supposed to get back to Walter today with an answer. Told him Walter wasn't in but I could check on it for him. Called Gloria. PSNH is investigating but doesn't have an answer yet. Should take at least another week to complete proposal. 4:10pm. Called customer back. Explained. Customer extremely unhappy and frustrated with PSNH. He launched into the whole story and talked for 45 minutes. Said that he had requested a conference with Walter but Walter had talked him out of it. He still wants a conference. I explained that if that's really what he wants to do, he needs to put the request in writing to Amanda. He will do so.

****

PSNH is researching how to get power to back lot without using [redacted] pole or property.

Walter....

In regards to Verizon's claim in its letter [redacted]r) that we hold a blanket easement over the property in question dated June 6, 1944, [redacted] PSNH has done its own research and found that Verizon was mistaken.

We have the original easement document and it is actually dated June 6, 194 7, (and not 1944) and it was recorded in the Registry, June 27, 1947 at
Book 1153, Page 395. [redacted] deed does in fact track back in title to [redacted] unfortunately [redacted] old the two lots in question the year(s) before he granted the easement Verizon is referring to. The lots were sold to [redacted] in 1945 and 1946 respectively.

The NH title standards hold that because the deeds conveying the property out from [redacted] precede the date of the easement, he was not legally in title to the property and therefore unable to legally encumber the [redacted] ots. So while the easement may well cover other property owned by [redacted] in 1947, a case could not be made that the easement covers this particular property a[redacted]

Therefore.....PSNH contends, based upon its research, that Verizon is incorrect in its letter....PSNH does not have an easement to cover the [redacted] property.

Finally, for what it's worth, you should also note that Verizon is not named as a grantee in the 1947 easement from [redacted] Please note that we have not researched the source of title for the [redacted] or St. Pius X properties which abut the [redacted] Property.

As to what other alternatives exist to service the [redacted] property, I have asked the Line Dept. to investigate specific alternatives, now that we are absolutely certain that no easement exists, and to provide these alternatives to me. This may take the Line Supervisor additional time, due to other priorities, so I am requesting an extension of time to Friday, May 27th. Will this be acceptable?

Thank you,
...Gloria

Gloria A. Driggers
Consumer Assistance Administrator
PO Box 330
Manchester, NH 03105-0330
(603) 634-2940 (Office)
(603) 634-2449 (FAX)

6/8/05 AON - went out t[redacted] property and met with customer, Verizon and PSNH to discuss options for providing service.

6/10/05 AON letter to [redacted] re: site visit
June 10, 2005

[redacted]

Dear Mr. and [redacted]

Thank you for taking the time to meet with me on Wednesday to review the difficulty you have been experiencing in relocating the service pole on your property. I am sympathetic to your frustration and appreciate your patience in discussing these issues with yet another person.

As agreed to on Wednesday, Verizon will place a new service pole on the right hand side of your property so that your utility service will enter your home on the right hand side as you requested. On Wednesday, there was some discussion as to whether this pole would require an easement. I have spoken with Wayne Hackett, contract engineer for Verizon, and Chris Anderson of PSNH. Both have confirmed that they will require an easement before attaching their service to this pole. While I realize you have some concerns about the granting of an easement, I also understand that PSNH is willing to include language in the easement that would make it clear that no other taps would come off that pole and it would be used solely to serve your property.

I will continue to work with Verizon, PSNH and your neighbors in an attempt to find a negotiated resolution to the issue of how to provide service to [redacted] so that the pole in your front yard can be removed. As I indicated on Wednesday, however, if we are unable to negotiate a resolution, Verizon will need to file an eminent domain proceeding with the Public Utilities Commission to obtain the easements necessary to provide service to [redacted]

If you have any questions, please feel free to contact me at 603-271-1164 or amanda.noonan@puc.nh.gov .

Sincerely,
Amanda O. Noonan
Director, Consumer Affairs

cc: Wayne Hackett, Verizon
Chris Anderson, PSNH
Karen Mackey, PSNH
Gloria Driggers, PSNH

6/14/05 AON e-mail to [redacted] 9:21 am
[redacted]

I am sorry I was not able to get in touch with you on Friday, but I misplaced your home phone number. Fortunately, Jody O'Maara forwarded [redacted] e-mail on to me yesterday, so I had your e-mail address.

I have spoken with Wayne Hackett and Chris Anderson and understand that [redacted]'s conversation with [redacted] [redacted] did not result in [redacted] agreeing to an easement. Attached is a letter I sent out to you Friday morning, June 10, summarizing where we were after our meeting at your home on June 8.

As I believe I mentioned last week, we will most likely now contact [redacted] directly. If the Secular Institute Pius X is not willing to grant an easement, however, it may be necessary for Verizon to file an eminent domain proceeding with the Commission to obtain an easement to serve [redacted]

If you have any questions, please give me a call or drop me an e-mail.
Amanda Noonan

6/14/05 9:39 am e-mail from [redacted]

Thanks for your response Amanda.

In response to your letter, please understand that we are CONSIDERING the pole to the right side of our property. However, we will not make any decisions about permanent poles until we know if eminent domain proceedings will be undertaken.

In the meanwhile, we are requesting an immediate PSNH meter and power hookup, where the new box is on the side our our addition with lines running from our existing pole near [redacted] property line only under the following condition. That Verizon and PSNH provide us a letter stating that a "free" pole will be placed on our property and meter/line hookups made when th[redacted] issue is resolved and the location of a pole on our property is decided upon without any cost to us.

This would resolve our lack of power for now, and prevent financial burden on us when a permanent resolution to poles is made. No easement should be required as there are already lines running to that pole and it is a temporary situation.

Is this possible?
Thanks,
[redacted]

6/14/05 9:58 am e-mail fro[redacted]
Amanda – one clarifying question:

Are you definitely going to contac[redacted]r other[redacted]representatives directly, or is this being considered with any other strategies? If so, when will you do this? This week? If other strategies are being considered I would very much like to hear them.

Thanks for your attention to this matter,
[redacted]

6/14/05 AON 2:22 PM

[redacted]

I will be talking with one of our staff attorneys this week, but currently my intention is to contact [redacted] directly. I won't have a firm sense of when that could happen until after I talk with folks here though.

Amanda

6/14/05 2:26 pm e-mail fro[redacted]
Thanks Amanda.
M-

6/21/05 9:35 am e-mail from [redacted]
Is there any response to this request yet?
Thanks,
[redacted]

Customer is referring to her 9:39 am e-mail of June 14, 2005 .

6/21/05 10:13 am e-mail from Karen Mackey, PSNH t[redacted]
Good morning[redacted]

PSNH has investigated your request. PSNH needs to comply and bill as defined in the tariff. While we want to be flexible and work with you to resolve this issue we can not make concessions at the expense of our other ratepayers. You are in the process of obtaining a new, upgraded, service and we will treat the pole and service according to policy.

If you elect to bring the service in from the "right side" of your property, PSNH will provide the pole (in accordance with its Intercompany Operating Agreement with Verizon) and allow up to a 300' service as we would for any other customer.
If you elect to use the original location on a temporary basis, as stated, you will be subject to the early retirement cost of the service if it is prematurely removed. This would include the premature retirement value of the material and the labor to remove the service.
PSNH's ratepayers should not be asked to cover the cost of three services for one customer; we provided the original service, and now are being asked to provide a new service on the left side and then a new service on the right side.

This is a decision you must make. Verizon may have different requirements due to differences in their tariff.
Karen T. Mackey

6/21/05 10:33 am e-mail from [redacted]

Thanks for the response, although, as Amanda mentioned at our meeting on June 8th, without everyone bringing something to the table this will never get resolved.

So, the effect of this is to make us go without power until permanent solution to the needs of ANOTHER LOT are met (its been 9 months so far and no solution is made), or make us pay thousands of dollars to get temporary power now and permanent power later. Please remember that we have come to the table with ONE of the TWO poles needed to serv[redacted] Not ONE other party [redacted]e, not Verizon, not PSNH has made any concessions to date.

We are NOT the lot without the utility easement, [redacted]is, and THEY have power and services.

Furthermore, it is logical that Verizon and PSNH owe US rental for providing service lines to an abutter via our private pole for all these years. I'm sure this has saved the "ratepayers".

Please let us know if there are any other creative ideas to get us electricity and phone while the needs of the abutter is worked out. We need power immediately but we are not going to be held financially responsible and we are not going to provide an easement for a permanent pole until we know the outcome of imminent domain, or even if ID will be used to provide utilities t[redacted]

[redacted]

6/21/05 3:17 pm e-mail from [redacted]
Hi, thanks for talking with me. I think we both came away with a better understanding of the setting and process.

To summarize our conversation:
Since October, we have been willing to replace the lower private pole on our property that recently served our cabins and currently serves the [redacted]ith a Verizon pole and provide an easement if this is THE permanent pole that serves our house (via the meter located on our addition) as well as the [redacted] This assumes that we can remove our private pole in the driveway of our property and that no other poles (Verizon or private), anchors, nor easements are required on our property. This was determined to be the most efficient manner to get electricity to both us and the [redacted]ut requires that a pole be placed in th[redacted]urrent right of way (on the left/house side of the [redacted] driveway) without any trimming of our trees. It also simplifies the number of lines over driveways and minimizes the number of poles to serve all parties. This scenario was proposed in th[redacted]s was asked several times (Fall and early Spring) by Verizon for an easement.

You will speak with Karen Mackey of PSNH this week and ask her
1. whether there is a way for us to get temporary power from our private pole which currently serves the [redacted] residence while waiting for the permanent solution. If this is done, there will not be subsequent charges to us when a

permanent pole and lines are run on our property, regardless of the location of the permanent pole and meter.

And

What the most recent findings are regarding the easement rights o[redacted] through the[redacted].

You will speak with Wayne Hackett over the next few days to ask for temporary phone hookups from our private pole near the[redacted] residence, again without any subsequent charges to us when a permanent pole and lines are run on our property. Our active Verizon account is 627-0777.

I understand that you are in the process of drafting a letter (this week) to the[redacted]oup to the attention of[redacted] to propose a time for representatives of[redacted]nd PUC to meet to discuss the location of a pole and any easement issues. You suggested that this serves as an invitation to[redacted] and is not a required meeting for him. You have not determined the date/time of this proposed meeting to put in the letter, however you anticipate that the meeting will be proposed for sometime before mid July.

I also now understand that the PUC does not initiate eminent domain proceedings, but that it is the utilities (PSNH and Verizon) that initiate this request to the PUC. I am a little perplexed as to why this has not been initiated to date as the utilities have been aware of this situation since October and it has been clear for the past several months that we are not responsible for providing[redacted] with power through our property.

Please let me know if I have misunderstood anything or if you need further clarification.

Thanks,
[redacted]

6/24/05 1:30 pm e-mail from Karen Mackey, PSNH
Amanda,

As you requested yesterday, PSNH has investigated the cost of a "premature removal" of the temporary service upgrade from the left side of the[redacted]ome. In the event that this service is relocated, the estimated cost of removal is $300.99. This reflects today's costs of the material and labor to remove the service if it is less than 15 years old. As you would expect, costs are updated periodically so this number may be different if asked to recalculate it at a later date. If you need additional information, please let me know.

Karen T. Mackey

6/22/05 11:06 am e-mail fro[redacted]

Hi Amanda,

Steve has a question for you.

Can we get the citation of the law, regulation and/or policy that prevents psnh/verizon (or US) from removing the service lines that currently serve th[redacted]

Thanks.
[redacted]

6/22/05 3:03 pm e-mail t[redacted]
Hi Martha,

I don't have the answer to your question. I'll look into it for you and let you know though.
Thanks.

Amanda

6/23/05 3:45 pm e-mail to PSNH and Verizon
I've spoken with Lynn Fabrizio, one of our attorneys, about th[redacted]uestion. She would appreciate hearing what Verizon's and PSNH's response to this is as well.

Thanks.
Amanda

6/24/05 1:38 pm e-mail from PSNH

Amanda,

PSNH's legal department has researched this question and came up with the following:

RSA 363-B:1, entitled "Termination of Service" - this statute prohibits a public gas or electric utility from terminating any residential service without good cause and prior notice. Under the statute, good cause means violation of any tariff provision, or nonpayment of past due charges for the service. Also under the statute, termination is authorized without notice under certain narrow circumstances, i.e, fraudulent or unauthorized procurement of service, conditions dangerous to life, health, safety, property or utility service of others, or abandonment of the premises by the customer. To my knowledge, none of these statutory conditions exist with respect to th[redacted]at would authorize PSNH to "remove" their electric service.

In addition, the PUC's regulations in the 1200 rules prohibit disconnection of a residential service except as allowed by the rules for non-payment of a deposit or arrearage, refusal of access to the meter, etc.

On the other hand, none of the above prevents us from temporarily removing and interrupting service to the customer to allow for utility work to reconfigure the service. etc., which would have to be on notice to th[redacted]

If you have any additional questions, please let me know.

Karen T. Mackey

7/7/05 12:10 pm e-mail to PSNH and Verizon
Attached is a letter that went to [redacted]inviting him to a meeting here at the Commission. I thought it better to give him a date than ask for his availability, so I set a date of July 20 in my letter to him. If that doesn't work for you, let me know but I'd like to stick with that if we can. I am also sending a separate letter to [redacted] advising him that many of these issues are issues of property law and outside the jurisdiction of the Commission. That letter is attached as well.

Let me know if you have any questions.

Thanks.
Amanda Noonan

7/7/05 letter to [redacted]

July 7, 2005

[redacted]

Dear Mr. Breton:
The New Hampshire Public Utilities Commission was contacted in May 2005 regarding the removal of a pole located on the [redacted] The pole in question appears to be a private pole

for which neither Verizon nor PSNH have an easement. As the removal of this pole would adversely affect the electric and telephone service to the [redacted] the Commission conducted a site visit on June 8, 2005 with Verizon and PSNH to determine what options were available to provide service to the [redacted]

As the Chairman of the Board of Trustees for the [redacted] one of the abutters to th[redacted] property, we would like to meet with you, th[redacted] Verizon and PSNH to explore the various options for providing continued telephone and electric service to the [redacted] particularly as one or more of those options would require the placement of a pole on th[redacted]perty. This meeting is scheduled for July 20, 2005 at 9:00 at the Commission's offices in Concord. If this time is inconvenient for you, please contact me at (603)271-1164 or amanda.noonan@puc.nh.gov to reschedule.

Sincerely,
Amanda O. Noonan
Director, Consumer Affairs

cc: W. Hackett, Verizon
C. Anderson, PSNH
K. Mackey, PSNH
[redacted]

7/7/05 letter [redacted]

July 7, 2005

[redacted]

In May 2005, the New Hampshire Public Utilities Commission received a request from [redacted] to assist the [redacted]n accomplishing the removal of a pole located on the [redacted]roperty at [redacted]n [redacted] The Commission Staff met PSNH and Verizon at the [redacted]operty on June 8, 2005 to review the matter and to identify how to accommodate th[redacted]equest while still providing service to your property located at [redacted] As you may be aware, the pole in question is in front of the [redacted] home and is one for which neither Verizon nor PSNH have a record of ownership or a recorded easement.

I have sent the enclosed letter to [redacted] chair of the Board of Trustees for the [redacted] I believe it would be beneficial for [redacted] Verizon, PSNH and you to meet with the Commission Staff on July 20, 2005 to discuss the various options for providing continued electric and telephone service to your property at [redacted] and determine if an agreed to solution can be found. Based on the preliminary review by the Commission's legal staff, it is my understanding that much of this matter is an issue of property law and outside the jurisdiction of the Public Utilities Commission. In light of that, you may wish to consult your own attorney about this matter.

If you have any questions, please contact me direct at (603)271-1164 or amanda.noonan@puc.nh.gov. I can also be reached toll-free at 1-800-852-3793.

Sincerely,
Amanda O. Noonan
Director, Consumer Affairs
[redacted]

Cannot meet in morning. Mornings are bad - has 65 men on construction site that has to take cre of first thing. Anytime after 1:00 works for him on any day. 235-0931 is his cell. Wants to talk with Mr. Hackett prior to the meeting. Please have him call him.

7/11/05 Left message with Wayne Hackett

7/13/05 Spoke with Wayne. he went out and met wit[redacted]. Found the property pin. Room enough between the drive and property line to set poles and anchors. Would be approximately 155 feet between the poles. Would require side trim o[redacted]an hit new connection fo[redacted]n new pole. Has staked the poles and anchors. Going to call the [redacted]bout trimming. Would be temporary trim only. Would only come back to trim if had trouble with service.

7/18/05 spoke with Wayne.[redacted]

7/18 cancelled conference for 7/20[redacted] advise. Thanked[redacted]for his efforts. Advised[redacted]hat there may be some property law issues related to his use of the pole that go beyond the Commission's jurisdiction. Suggested he may want to talk with an attorney.[redacted]ery appreciative of our efforts to resolve.

9/6/05 2:31 pm e-mail to[redacted]

Dear[redacted]

I just wanted to follow-up with you regarding the relocation of the utility poles on your property. In mid July, I spoke with[redacted] Subsequent to that conversation[redacted]et with Wayne Hackett from Verizon to discuss the possible location of poles on the property belonging to[redacted]te. [redacted]n located the property pin and walked the property line with Mr. Hackett. At that time, Mr. Hackett determined that there was sufficient room between the property line and the[redacted]drive to set two utility poles and anchors. The utility service could then be run done the side of the[redacted]ive, and both the[redacted]home and your home would be able to be served from this line. Both of the poles located on your property could then be removed. Side trimming would need to be done to the trees between your home and th[redacted]The trimming would only be on the[redacted]e. I understand that Mr. Hackett spoke to you in July regarding the solution proposed by[redacted]d that you were unwilling to grant permission for any trimming to occur.

As we discussed in June, resolution of this matter can only be accomplished if you and the[redacted]e to work together to find a cooperative solution. I believe that the proposal made by[redacted]s a reasonable compromise. While the[redacted]s unwilling to place a pole by the stone wall at the top of their driveway, it is willing to allow poles to be set alongside its driveway. Both poles would be removed from your property and you would not incur the expense of moving your electrical service entrance.

I asked our legal division to review the issues involved in your request to have one or both of the poles moved and the subsequent impact that could have on the[redacted]ctric and telephone service. It appears that there are property law issues that go beyond the Commission's jurisdiction which further complicate this situation. Accordingly, I would suggest that you consult with an attorney about what rights you have regarding removal of the poles with respect to rights the[redacted] have regarding provision of utility service from the poles

If you have any questions, please feel free to contact me.

Amanda Noonan

9/7/05 9:23 am e-mail from[redacted]

Amanda, Steve and I have been considering this latest plan and are ready to go with it.

Will there be any easements needed to US?
Will any trees be taken down?
If no, tehn go ahead with the plan.

Thanks
[redacted]

9/7/05 9:35 am e-mail to PSNH and Verizon

Karen and Wayne –
Looks like the [redacted] re willing to allow the trimming required to run utility service down the side of the [redacted] ive. Wayne, I believe that answer to both of their questions is no but wanted to check with you [redacted] got back to [redacted] I will also let her know that you'll be in touch Wayne?

Sorry for the delay on my end on this. Thanks for all your help.
Amanda

9/7/05 9:57 am
Amanda,

Thanks for the update on this!!! The Area Work Center will continue
working with Verizon. Once their work is complete, the PSNH line work can be scheduled.

Karen T. Mackey

9/7/05 10:13 am
Amanda,

It's good to hear that a reasonable solution has prevailed. We are not planning to remove any trees and will be reviewing the site with everyone involved in the trimming process on-site before a twig is touched. We do need a blanket easement from the [redacted] to cover the wire that will overhang the end of their diveway when we rearrange the service wires (using one of the new poles) to increase driveway clearance and minimize the number of wires. I'll be glad to review the final plan with th[redacted] so they know exactly what's happening and why we need the easement.

Thanks very much for your help and support.
Wayne Hackett

9/7/05 10:20 am e-mail t[redacted]
Hi Martha,

I just confirmed with Wayne Hackett that Verizon is not planning to remove any trees and will be reviewing the site with everyone involved in the trimming process on-site before a twig is touched. Wayne indicated that Verizon does need a blanket easement from you folks to cover the wire that will overhang the end of your driveway when the service wires are rearranged (using one of the new poles) to increase driveway clearance and minimize the number of wires. Wayne would be glad to review the final plan with you so you and Steve know exactly what's happening and why Verizon needs an easement.

Please let me know if you have further questions.
Amanda

9/7/05 10:37 am e-mail fro[redacted]

Please have him send us the "blanket easement" asap so we have time to get it reviewed.

Thanks

9/7/05 10:51 am e-mail to Verizon

Hi Wayne
[redacted] would like a copy of a blanket easement so they have time to review it.
Thanks for your help. It will be nice to get this one taken care of.
Amanda

9/7/05 3:05 pm
Hi Martha,
I have asked Wayne to do that. Please let me know if you do not receive something from in by next week.
Amanda

9/8/05 1:07 pm e-mail from Verizon to customer

[redacted]
Attached is an example of a Verizon blanket easement for your review. After I initiate an easement request within the company, the right-of-way agent will send you a request for more specific property information and later contact you to iron out language for the easement.

Thanks,
Wayne Hackett
645-2707

(See attached file: Verizon easement example.doc)

10/19/05 9:12 am e-mail from [redacted] to Wayne Hackett with copy to AON

Hi,

We delivered the Easement to Glenn Mills about 3 weeks ago. Can you please tell us approximately when the pole and line work will be done by both verizon and psnh. Also, do I need to call the cable company or will you coordinate that?

Thanks
[redacted]

10/19/05 e-mail exchange forwarded to AON from [redacted]

-----Original Message-----
From: wayne.l.hackett@verizon.com [mailto:wayne.l.hackett@verizon.com]
Sent: Wednesday, October 19, 2005 12:22 PM
To: m
Subject: [redacted]

[redacted]

Once I received word from Glenn that the easement was signed and I could work it into my schedule, I drew up order [redacted] for new poles and had the necessary paperwork created for construction and intercompany billing. I got all of that back Monday 10/17 and mailed it out to our Merrimack office for issuance and scheduling. I do not know when the pole work will be scheduled as we have a lot more work than manhours available.

When I do manage to get the pole installations scheduled and complete, I will be calling to arrange a meeting with our trimmer, PSNH, and you. Once we've all agreed on the minimum trimming needed for wire placing and have completed that, PSNH will do their work, Comcast is next, and Verizon wire work is last. We usually call Comcast for transfers, but once you see PSNH is complete, you can call me or Tim Dent at Comcast (679-5695 ext 1013).

Thanks,

Wayne

"m" <marty4@comcast.net>
To: Wayne L. Hackett/VEND/NH/Verizon@VZNotes
cc: [redacted]

Subject: RE:[redacted]ing
10/19/2005 12:30 PM

Is it likely to be done before snow?

-----Original Message-----
From: wayne.l.hackett@verizon.com [mailto:wayne.l.hackett@verizon.com]
Sent: Wednesday, October 19, 2005 3:12 PM
To: m
Subjec[redacted]

No, I'm sure it will not.

10/19/05 7:0[redacted]
Unbelievable.

11/10/05 Asked Kevin Shea to look into and see if was a way to expedite.

Closed:	Yes	Date Closed:	09/07/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

69

Received By: WAS

Date Received: 05/09/2005

Time Received: 04:08 PM

RE: UNITIL Power Corporation
216 Epping Road
Exeter, NH 03833
(603) 772-0775

Customer Information

[redacted]

Concord
[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: WAS

Date: 05/09/2005

Waiting On Due Date:

Comments:

-----Original Message-----
From: Shyska, Walter [mailto:Walter.Shyska@puc.nh.gov]
Sent: Monday, May 09, 2005 10:14 AM
To: Nudd, Dale
Subject: Pole anchor - trailer park

Hi Dale,
RE: [redacted]

Cust. says he is replacing a pole (owned by him) in the trailer park. To that pole is attached an anchor from a Unitil pole.
Says Unitil has been using his pole to hold up theirs.

Now, he is replacing this pole and says Unitil is charging him $250 to move their anchor from his old pole to the new one, benfitting Unitil, but not him.

Says the old pole and anchor have been their since 1970.

Question: Since Unitil is benefitting from using a private pole as an anchor, why wouldn't you just move yours for

no charge? Otherwise, Cust. could force you to get your anchor off from his pole (he does not want to do this), forcing Unitil to install their own pole (at greater expense) for a new anchor, a wasted expense, since this new Unitil anchor pole would be empty except for the anchor and have a perfectly good "trailer park owned pole" next to it.

What can you tell me about this job? Cust. has been talking with Jane at Unitil.

Walter

Walter Shyska
Consumer Affairs Representative

Resolution: Hi Walter - I personally visited the site this afternoon. This will be a 75' service. A service of this length needs a stable point of attachment. In other words his service pole must be anchored. He does not necessarily need to hire Unitil to place the anchor he is free to get the work done by anyone. Any other questions, you have my address..... -thanks stan
-----Original Message-----
From: Shyska, Walter [mailto:Walter.Shyska@puc.nh.gov]
Sent: Thursday, May 12, 2005 8:18 AM
To: Balch, Stanley
Subject: [redacted]

Stanley [redacted]e called me back to say: You did not not attach, nor does he want, an anchor for his pole.
I understand you to say that the $230 charge was to "anchor his pole".
Am I correct in saying, since you did not "anchor his pole", then there should not be a $230 charge since that was the original "verbal agreement"?
Please advise,
Walter
-----Original Message-----
From: Balch, Stanley [mailto:balch@unitil.com]
Sent: Thursday, May 12, 2005 7:11 AM
To: Shyska, Walter
Cc: Nudd, Dale
[redacted]

Hi Walter - Just one clarification, below where I answered question 1. We were using his pole as a stub pole but that is longer a practice we use. We will be setting an anchor directly off pole 11 to hold our lines.... -thanks stan
-----Original Message-----
From: Shyska, Walter [mailto:Walter.Shyska@puc.nh.gov]
Sent: Wednesday, May 11, 2005 4:03 PM
To: Balch, Stanley
[redacted]

Hi Stanley, I have relayed this info to customer (I left him a message). Your point about this being a customer requested change is a valid one for the subject charges. Also, customer did tell me a different story - that being his pole held up yours, which you say is the opposite.
I will wait to hear back from customer and talk again for final resolution
Walter
-----Original Message-----
From: Balch, Stanley [mailto:balch@unitil.com]
Sent: Wednesday, May 11, 2005 3:23 PM
To: Shyska, Walter
Cc: Nudd, Dale
[redacted]

Hi Stanley,
What I need to know is:
1. Is the customer story correct, that being: Unitil is using his pole as an anchor or support for a Unitil Pole?
Yes, we had been using his pole as an anchor. This decision was a very poor practice as privately owned poles never get tested and are only replaced when they fall over. At this point we never anchor our equipment to customer's equipment. When I met with [redacted] I explained to him that we would be placing an anchor directly from our pole 11 to hold our lines. And for his new service he would set the new pole. He asked if Unitil would set an anchor for his service pole I told him we could, for a one time charge of $230. He verbally agreed to this. Until now.
2. If yes, why would you charge him to attach your anchor to his pole?
If we still were going to use his pole as an anchor, yes we still would bill him the $230. The justification is that he is requesting us to move the anchor. In any other situation where a customer asks us to move a pole, anchor, or other equipment we can move the facility at the customer's expense.
3. If no, what is correct story here?
The anchor he is asking us to set is for his privately owned pole and will not be used by Unitil.

You can email me for now, and fyi, customer says he will be moving the pole anyway, but wants to dispute the charges.

I will await your email.

Walter Shyska

-----Original Message-----
From: Balch, Stanley [mailto:balch@unitil.com]
Sent: Wednesday, May 11, 2005 2:28 PM
To: Shyska, Walter
[redacted]

Hi Walter - Dale Nudd has asked me to contact you concerning the anchor on a customer owned pole. I was the person who originally met with [redacted] about the request to relocate his service pole. Would you like me to call you, e-mail the details, or meet at the site? Just a note I will be on vacation next week but will make myself available either Thursday or Friday to meet with you..... -thanks stan

Stanley Balch
Project Leader
Unitil Energy Systems
1 McGuire St.
Concord. NH 03301
(603) 227-4515
balch@unitil.com

Closed:	Yes	Date Closed:	05/12/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

70

Received By: WAS

Date Received: 04/04/2005

Time Received: 03:01 PM

RE: UNITIL Power Corporation
216 Epping Road
Exeter, NH 03833
(603) 772-0775

Customer Information

[redacted]

Concord

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: WAS

Date: 04/04/2005

Waiting On Due Date:

Comments: has damaged pole in front. wants unitil to fix it.

Resolution: ok, unitil will check it out to fix it.

Closed: Yes

Date Closed: 04/04/2005

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: WSHYSKA-05/02/2005-14:39:52:989

Consumer Contact Memo

71

Received By: AON Date Received: 03/28/2005 Time Received: 11:37 AM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

File Attachments?: ☑

Account #: Method of Contact: Letter Docket #:

Reason for Contact: POLES

Staff Responding: AON Date: 04/14/2005 Waiting On Due Date:

Comments: 3/28/05 Received letter from customer to PSNH with copy to Commission:

PO Box 17
New Hampton NH 03256

March 21, 2005

TO: PSNH
Robert A. Bersak

Your company hired another company to set poles on [redacted] They set a new pole number [redacted] which is on my property without my permission. I would like it removed along with the cable ancores that is also on my property without my permission.

Checking out the pther poles I found that pole numbe [redacted] cable and cable ancore is also on my property without my permission. Please remove these from my property.

Also pole number [redacted] is also on my property without my permission. Down from the pole a new pole ancore was put on my property. Please remove all of the please.

There is a public right of way which is where your poles, ples ancores, and cables are suppose to be.

After to Amanda Noonan Director of Consumer Affairs she said that your compnay would move these poles to where

Batch ID: ANOONAN-04/13/2005-14:52:33:098

they are suppose to be.

It looks like you are putting new poles in teh area to improve your electriciyt so your company can make more money. But you are suppose to follow the laws and not steal part of peoples property.

Thank You For moving thes Poles NOW

[redacted]

Resolution: 3/30/05 11:33 am e-mail from Bob Bersak
We are actively looking into [redacted] ecent complaint about the placement of poles adjacent to his property. As soon as we have something definitive I will respond.

3/30/05 2:25 pm preliminary response from Bob Bersak t[redacted]

March 29, 2005

[redacted]

Re: Your Letter dated March 21, 2005

Dear Mr[redacted]

I have received your letter dated March 21, 2005, wherein you complain that three utility poles have been placed on your property without your permission.
PSNH is looking into this situation at your request. It was the Company's intention to place the poles for the line in question within the right-of-way retained by the City of Laconia.

Upon completion of our review of the property records, I will provide you with a detailed response to your inquiry.

Very truly yours,
Robert A. Bersak
Assistant Secretary and
Assistant General Counsel
cc: New Hampshire Public Utilities Commission

4/13/05 Received following response from PSNH:

April 13, 2005

[redacted]

Re: Your Letter dated March 21, 2005

Dear Mr. Lewis:

As promised, I have had PSNH's real estate and operations professionals investigate your concern that certain utility poles on [redacted] are encroaching on your property. Our operations personnel have visited the site to

physically inspect the placement of the poles. We have performed title searches at the county registry of deeds. We have also discussed the matter with officials from the City of [redacted]

Our investigation reveals that the poles in question are all properly licensed and are situated in the right-of-way along [redacted] The subdivision plan for the property in question also reveals that your lot line does not extend all the way to the edge of the roadway. Hence, our poles and ancillary equipment do not encroach upon your property.

I trust that this answer is responsive to your inquiry.

Very truly yours,
Robert A. Bersak
Assistant Secretary and
Assistant General Counsel
cc: New Hampshire Public Utilities Commission

4/14/05 4:00 pm Call from Mr. Lewis. Had just received letter from PSNH. Very angry and aggressive. Wants me to "keep my word" and make PSNH move the poles. Reminded customer that we had discussed need to move poles only if they were not in the public right of way. Advised customer that we have no evidence that the poles are not in the public right of way. Customer claims I'm calling him a liar - insistent that PSNH is wrong and that the poles are on his property. Asked if I'd rather believe someone from CT than someone who lives here in New Hampshire and pays my salary. Customer demanded I send him a letter saying that I refused to help him. Advise[redacted] that I was not going to do that. Insisted on talking to one of the Commissioners and hung up.

4/15/05 2:35 Spoke with Bob Bersak and asked him to send the back-up from their investigation that led them to conclude the poles in question were in the public right of way. Bob will send the back-up.

4/19/05 Received packet from Bob documenting that the poles are in the right of way. See File attachments and documents attached to contact memo.

Closed:	Yes	Date Closed:	04/19/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

72

Received By: KAA

Date Received: 03/10/2005

Time Received: 02:20 PM

RE: Granite State Electric
25 Research Drive
Westborough, MA 01582
(603) 225-5528

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL

Staff Responding: KAA

Date: 03/10/2005

Waiting On Due Date:

Comments: Customer has an interior lot that has a deeded right of way for power. Customer claims he has temporary power through his neighbor's yard. The neighbor who owns all the land surrounding his at some point in the future, will be selling those lots for development. However, he is not going to do this any time soon. He claims that GSE is refusing to set poles to provide him with permanent electric service and telephone service, because they have not received a Town approved development plan from his neighbor. He has tried to explain to the company that his neighbor is not interested in pursuing a development plan at this time but they won't listen. He can't wait several years for phone service as his wife is pregnant with their first child and he needs a telephone. The neighbor's name is [redacted]

Resolution: Talked to Mark Sorgman at GSE. He investigated with the field engineer. The customer needs 5 poles. Unfortunately on an interior lot, the company cannot cross over his land without Town approved easements. The Town won't issue an easement without a development plan.

3/11: Mark Sorgman spoke with Engineering. Working with the owner and developer. Developer needs to get plan approved by Town. Otherwise the electric company doesn't know where to run the poles for the services because it will be subdivided and the poles have to go in places where they can service all the lots. And they need easements, and all needs to be done by developer. Suit plans, get approved by Town, develop easements, then do work. Engineering Dept has been working with the owner of the property and he knows what he needs to do - but unless the developer puts together the plan, there's nothing that can be done. Huge financial benefit for him to have the developer to do this and get the plan done - because there is reimbursement as the homes are put in - if pole line is put in now, there will be no reimbursement.

Called customer and let him know. Customer understands. Closed.

Batch ID: KTURNER-03/22/2005-14:29:11:767

Closed:	Yes	Date Closed:	03/11/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

13

Received By: VM

Date Received: 03/04/2005

Time Received: 04:16 PM

RE: Telephone

Customer Information

[redacted]

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: EH

Date: 03/04/2005

Waiting On Due Date:

Comments: Charge on telephone for rental from the power company. Charging back to me. Why? I paid thousands of $ to get power onto my property. Gettgn run around.

Resolution: 3/5 9:00 transferred call to Bob R to contact customer.

Closed: Yes

Date Closed: 03/04/2005

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: MRAYMOND-03/24/2005-10:46:18:185

Consumer Contact Memo

74

Received By: VM | Date Received: 03/01/2005 | Time Received: 03:00 PM

RE: Telephone | Electric

Customer Information

[redacted]

[redacted]

Contact Information

Account #: | Method of Contact: Call | Docket #:

Reason for Contact: POLES | RULE/TARIFF

Staff Responding: KAA | Date: 03/01/2005 | Waiting On Due Date:

Comments: Customer is running for Town office i[redacted] Claims she has placed her election signs on utility poles in her town. Claims she got a letter from an anonymous person telling her that it is illegal to place signs on utility poles. Wants to know if this is true.

Resolution: Yes new State Statute came out last year forbidding placement of signs on poles. She asked me if the law was enforced. I said I was not qualified to answer the question. Suggested she speak with the police department in her town. Offered to look up the RSA for her and she said no thanks.

Closed: Yes | Date Closed: 03/01/2005 | Adjusted Amt: $0.00

Reopened: | Date Closed:

Batch ID: KTURNER-03/17/2005-08:55:50:352

Consumer Contact Memo

75

Received By: KNS Date Received: 01/31/2005 Time Received: 10:40 AM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Email Docket #:

Reason for Contact: POLES

Staff Responding: MLR Date: 01/31/2005 Waiting On Due Date:
KAA

Comments: Hi Margaret,

I have attached an internet e-mail from our PUC account. Can you forward it to someone in your department for response?

Thanks,
Kim

Kim Smith
kim.smith@puc.nh.gov
-----Original Message-----
[redacted]
Sent: Friday, January 28, 2005 1:51 PM
To: PUC
Subject: Questions regarding utility poles

I was wondering if you could point me in the right direction that would explain to me any or all rules regarding telephone/utility poles in NH.

Scenario/Concern: What rights do landowners have when a town wishes to
place a telephone pole on the land owners property. Is there a right-of-way portion a town has over the land abutting a town street?

Batch ID: MRAYMOND-02/02/2005-08:50:47:831

Thanks for any help you can provide.

ô¿ô¬

[redacted]

****

1/31 10:40 Email to Walter: Is this something you can answer?
****

1/31: Walter forwarded to me and asked me to respond. Left VM for Karen Macke as I wanted to run my response by her.

Resolution: Hi Kathy

We've done some checking, but have been unable to identify the project th[redacted] is discussing in his e-mail. If he could provide additional information, we could respond to his concerns more appropriately.

As for your response to [redacted]NH suggests making a few changes (noted below). There are cases when we have had the Town or State obtain the easements - road widenings and we are being forced to move existing poles out of a ROW onto someone's property. Also, if we have made attempts to secure easements and have been unsuccessful, we will have the customer who is requesting service obtain the easements. There may be other situations as well.

Let me know if you need additional information. Have a great day! Karen

****
Based on this, sent email to customer. Closed.

Dear Mr. Proctor,

In New Hampshire on Town maintained roads, typically the Town has a 50 foot right of way that is 25 feet from the center of the road, including 13 feet from the edge of the pavement. However, the width of the right of way for a specific road can vary. Utilities will, whenever possible, place poles within this right of way. There are instances where the pole is outside of the Town right of way and in those cases, the Utility, or requesting party, will obtain an easement from the landowner for that pole.

If you have been contacted by your utility and they have requested permission from you as an abutter to place poles on your land to provide power or telephone service to a neighbor, you may refuse permission to that utility to place poles on your land. They would only have submitted the request if the pole needed to be placed outside of the Town right of way or through land for which the utility does not have an easement.

In the Town o[redacted] poles are placed by the Electric Company. Someone in their Operations Department may be able to answer any additional questions you may have. I would be glad to investigate any request you have received regarding poles.

Please let me know if I have answered your question or if you have any additional questions.

Sincerely,

Kathy Turner, Utility Analyst
Consumer Affairs Department

Closed:	Yes	Date Closed:	02/02/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Batch ID: MRAYMOND-02/02/2005-08:50:47:831

Consumer Contact Memo

76

Received By: WAS Date Received: 12/23/2004 Time Received: 08:50 AM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: WAS Date: 01/04/2005 Waiting On Due Date:

Comments: wants elec. installed. is verizon set area.
ordered on sept. 3.
payment rec'd at verizon on 12-15.

Resolution: OK, scheduled for jan. 21. by Verizon, psnh to install after poles in.

Closed: Yes Date Closed: 01/05/2005 Adjusted Amt: $0.00

Reopened: Date Closed:

Batch ID: WSHYSKA-01/05/2005-08:41:55:134

Consumer Contact Memo

77

Received By: MLR

Date Received: 12/21/2004

Time Received: 05:57 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Online

Docket #:

Reason for Contact: POLES

Staff Responding: MLR

Date: 12/22/2004

Waiting On Due Date: 01/04/2005

WAS

Comments: We had low electrical wires in front of our cottage in [redacted] This fall we raised our cottage approximately 4 feet. We had a town inspector come by to inspect our building and he notified us that the electrical wires were to low. We contacted PSNH and they notified us that we had to pay several thousand dollars to replace a rotted pole. We need help in resolving this issue.
******
12/22 Sent 7 day letter to PSNH for investigation and response to Walter.
12/22 Sent email to customer advising of investigation.

Resolution: Good morning Walter

I've spoken with the Field Tech who is working with Mr [redacted] There is no rotten pole we are aware of involved with this complaint and the low wires that he's referring to were not low until Mr Marino physically moved his cottage, added a foundation underneath (which raised the height of the cottage, and added a porch which is now located directly under the existing line.

At this time, PSNH has disconnected the service and is waiting for a [redacted] to complete the requirements for service connection, which includes an "a-okay" from the town inspector. In the process of relocating the cottage, the grounds were ripped up and, to date, have not been replaced. In addition, we are not expecting the town inspector to approve the site -- the porch added under the existing line is now too close to the line itself. If the town will accept the porch addition, either as is or with modification, then the electrical line will need to be relocated. [redacted] has been informed that, under these circumstances, he would be required to pay for the line relocation because there would have been no need to relocate had he not built the porch.

Let me know if you have questions about this one. And, if I don't talk to

Batch ID:

you, have a terrific holiday!

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

"Shyska, Walter"
<Walter.Shyska@pu
c.nh.gov>
12/22/2004 08:52
AM

To
Karen T. Mackey/NUS@NU
cc
Gloria A. Driggers/NUS@NU
Subject
[redacted]

Below is an email complaint received from:

[redacted]

Please give me the background info on this, Thanks.

Email from customer:
We had low electrical wires in front of our cottage in [redacted] This fall we raised our cottage approximately 4 feet. We had a town inspector come by to inspect our building and he notified us that the electrical wires were to low. We contacted PSNH and they notified us that we had to pay several thousand dollars to replace a rotted pole. We need help in resolving this issue.

Walter Shyska
Consumer Affairs Representative
NHPUC
21 Fruit St. Suite 10
Concord, NH 03301-2429
(603) 271-2431
1-800-852-3793
walter.shyska@puc.nh.gov

Closed:	Yes	Date Closed:	02/08/2005	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Batch ID:

Consumer Contact Memo

78

Received By: RPR Date Received: 12/16/2004 Time Received: 08:27 AM

RE: Comcast
Executive Customer Care, PO Box 6505
Chelmsford, MA 01824
(888) 309-2583

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 12/16/2004 Waiting On Due Date:

Comments: caller is Comcast customer---caller is moving her residence from [redacted] She has placed an order with Comcast for service at the new location. Currently there are no facilities, and Comcast is not indicating a willingness to extend facilities. Indicating to the caller that I would check with Comcast.

Resolution: called Sharon Roth---explnd the situation and requested a response-
12/15/04---Sharon called back and explained that the customer requires 370' of "hard line" construction, construction that Comcast will schedule and do within their current construction schedule----Caller asked if she would be better off by calling Verizon---I allowed as to the biggest difference between the two companies was the fact that Verizon is an ILEC, with "provider of last resort responsibilities", and Comcast is a CLEC.

Closed: Yes Date Closed: 12/16/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: BROHNSTOCK-12/16/2004-08:27:56:938

Consumer Contact Memo

79

Received By: WAS Date Received: 12/10/2004 Time Received: 01:56 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: INSTALL

Staff Responding: WAS Date: 12/14/2004 Waiting On Due Date:

Comments: Hi Karen,

[redacted]

Says occupancy needs to occur on Dec. 17.
What is the status (says it needs to be inspected)
Can it be done before Dec. 17?
Please advise,
Walter

Walter Shyska

Resolution: Walter,

This one's interesting. The house has been built for quite some time. The contractor reported that job was ready on 12/7, it was inspected by PSNH on 12/10 and customer wants it no later than 12/13 or 12/14. Prior to considering the impact of inclement weather on 12/10, the Line crews were already scheduled through 12/17. In spite of all this, to meet the customer's request, the job is scheduled for 12/14 -- barring emergencies.

Karen T. Mackey
Senior Engineer - Energy Delivery

Batch ID: WSHYSKA-12/10/2004-11:53:35:349

Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

"Shyska, Walter"
<Walter.Shyska@pu
c.nh.gov>

To
Karen T. Mackey/NUS@NU

cc
Gloria A. Driggers/NUS@NU

12/10/2004 12:22
PM

Subject
[redacted]

Hi Karen,
[redacted]

Says occupancy needs to occur on Dec. 17.
What is the status (says it needs to be inspected)
Can it be done before Dec. 17?
Please advise,
Walter

Walter Shyska
Consumer Affairs Representative
NHPUC
21 Fruit St. Suite 10
Concord, NH 03301-2429
(603) 271-2431
1-800-852-3793
walter.shyska@puc.nh.gov

Closed:	Yes	Date Closed:	12/22/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Batch ID: WSHYSKA-12/10/2004-11:53:35:349

Consumer Contact Memo

80

Received By: WAS Date Received: 12/06/2004 Time Received: 01:35 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: INSTALL

Staff Responding: WAS Date: 12/06/2004 Waiting On Due Date:

Comments:

Hi Karen, Here is another installation issue. And it looks like a bad ice storm going on right now, hope there aren't too many outages, but ice storms are the worst.

[redacted]

Says been waiting for install since August. Has closing scheduled for Dec. 16. PSNH says they will do it on Dec. 17. Can this be moved up so she can meet her closing? Please advise, Walter

Walter Shyska
Consumer Affairs Representative
NHPUC
21 Fruit St. Suite 10
Concord, NH 03301-2429
(603) 271-2431
1-800-852-3793
walter.shyska@puc.nh.gov

Batch ID: WSHYSKA-12/10/2004-11:53:35:349

Resolution: Walter,

PSNH understands [redacted] desire to meet her closing date, however you should know that PSNH has not been negligent in its process of meeting this request. Below is the timeline of activity related to this installation:

Work Request received by Field Technician 10-19-2004
Contractor Contacted and Easement Letter sent 10-21-2004
Easement Application Received 11-02-2004 (Issues with paperwork)
Contractor visited easement specialist @ her office to complete easement paperwork 11-24-2004 (easement secured)
Municipal Inspection received 12-02-2004
Poles set 12-03-2004
Overhead Linework sent to scheduler 12-06-2004 (complex work typically scheduled to start ten days after ready status)

At this time, the job is slated for Saturday, December 11th, provided the overtime request is filled by line crews. Note that we would typically require the contractor to pay for the Saturday overtime to meet his closing deadline but to help facilitate our own projects in this geographic area, we are not pursuing it. We are making every attempt to complete all requested work in a timely manner.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

"Shyska, Walter"
<Walter.Shyska@pu
c.nh.gov>
12/07/2004 03:38
PM

To
Karen T. Mackey/NUS@NU
cc
Gloria A. Driggers/NUS@NU
Subject
[redacted]

Closed:	Yes	Date Closed:	12/06/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

81

Received By: WAS

Date Received: 12/06/2004

Time Received: 01:34 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL

Staff Responding: WAS

Date: 12/06/2004

Waiting On Due Date:

Comments:

Hi Karen,
[redacted]

Says work was promised last Friday, not done, says called today, psnh could not tell him when it would now be done. What can you tell me? Please advise, Walter

Walter Shyska
Consumer Affairs Representative
NHPUC
21 Fruit St. Suite 10
Concord, NH 03301-2429
(603) 271-2431
1-800-852-3793
walter.shyska@puc.nh.gov

Batch ID: WSHYSKA-12/10/2004-11:53:35:349

Resolution: Walter,

I apologize for the confusion on this one... The Line Dept Supv called to inform me that the paperwork fo[redacted] project was inadvertently filed with completed work. [redacted]dicated in his call to you, it was not completed. The job is scheduled for tomorrow morning - first job.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

"Shyska, Walter"
<Walter.Shyska@pu
c.nh.gov>

To
Karen T. Mackey/NUS@NU

cc
Gloria A. Driggers/NUS@NU

12/07/2004 03:27
PM

Subject
[redacted]

Closed:	Yes	Date Closed:	12/06/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Batch ID: WSHYSKA-12/10/2004-11:53:35:349

Consumer Contact Memo

82

Received By: WAS

Date Received: 12/06/2004

Time Received: 01:32 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL

Staff Responding: WAS

Date: 12/06/2004

Waiting On Due Date:

Comments:

Hi Karen.
RE: [redacted]

Says his building is complete, waiting for electric installation by PSNH. Order was put in on Oct. 2. Says PSNH cannot tell him when it will be completed (needs pole, but says it's a psnh pole). Been working with Bill Smith. What is the story here? When is this scheduled? Please advise, Walter

Walter Shyska
Consumer Affairs Representative
NHPUC
21 Fruit St. Suite 10
Concord, NH 03301-2429
(603) 271-2431
1-800-852-3793
walter.shyska@puc.nh.gov

Batch ID: WSHYSKA-12/10/2004-11:53:35:349

Resolution: Walter,

A supervisor and the field technician stopped at this location last Thursday, December 2nd and met with this customer. The pole was not yet set and we moved the location of the stake to gain more clearance from the next door neighbors house. The customer was agreeable with this and we told him to go ahead and get his trench dug and install the conduit, but keep it about 10' away from where the pole is to be set and the field tech would drop off a 200 amp, 3 phase underground meter socket. (PSNH had previously dropped off a 400 amp, 3 phase meter box, but it was determined after the customer spoke with his electrician that all they needed was a 200 amp.)

The field tech stopped by the location again today, dropped off the meter socket and met with the customer. The building is not totally completed. They still have doors to install etc., but is probably waiting for power. The trench and conduit have not been installed since the customer wants to wait for the pole -- he doesn't want to have the excavator come back again. He was informed that the pole set is scheduled for tomorrow, December 9th. He was fine with that.

Once the customer installs the meter box, trench and conduit, and the [redacted] have inspected and approved the installation, the line work can be scheduled. Because this is a complex job, it will be scheduled 10 business days out from the date it has passed inspection by PSNH. We are expecting to begin the line work ahead of schedule though.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

"Shyska, Walter"
<Walter.Shyska@puc.nh.gov>
12/07/2004 11:09 AM

To
Karen T. Mackey/NUS@NU
cc
Gloria A. Driggers/NUS@NU
Subject
[redacted]

Closed:	Yes	Date Closed:	12/06/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

83

Received By: RPR

Date Received: 11/29/2004

Time Received: 02:46 PM

RE: Miscellaneous

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: RPR

Date: 12/06/2004

Waiting On Due Date: 12/08/2004

Comments: caller recently purchased property and is now questioning the legitimacy of a "butt" pole which is supporting a utility pole ajacent to his property. The caller doesn't know whether or not a a "right of way" exists in spite of the fact that no such right of way was evident during the "closing" on the property. I have suggested to the caller that given that he doesn't know the exact address, he should check out the pole number and get back to me so that when I request infgormation from the utilities, that we have accurate information with regard to the exact pole in question. The customer has agreed to get back to me with the pole number.

Resolution: 12/6/04----Haven't heard from the caller---called [redacted]--Mr. gone for the day--lwtc
12/15/04 still haven't heard back form the caller----lwtc with secretary---advised that I hadn't heard anything.

Closed: Yes

Date Closed: 12/15/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: BROHNSTOCK-11/29/2004-14:46:19:129

Consumer Contact Memo

84

Received By: RPR Date Received: 11/29/2004 Time Received: 10:55 AM

RE: Miscellaneous

Customer Information

[redacted]

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 11/29/2004 Waiting On Due Date:

Comments: liscencing of poles--[redacted] asking if there are RSA's which govern the Town's ability to refuse to liscence the pole.

Resolution: spoke with Don Kreis---he indicated that he has received a number of similiar calls of late, and he would like to call the complainant back to discuss the matter in greater detail.

Don Kreis visited and explained that he has talked with the DPU at the City o[redacted] and informed them that their first choice of advise with r34gard to this matter shuld be their City Attorney. Further, should the municipality refused the placement of a pole then the utility shuld bring the matter before the State Superior Court.

Closed: Yes Date Closed: 11/29/2004 Adjusted Amt: $0.00

Reopened: Date Closed:

Consumer Contact Memo

85

Received By: RPR

Date Received: 11/29/2004

Time Received: 03:51 PM

RE: UNITIL Power Corporation
216 Epping Road
Exeter, NH 03833
(603) 772-0775

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: RPR

Date:

Waiting On Due Date: 12/03/2004

Comments: caller is questioning the "right" of Adelphia to hang cable on a pole which he feels is on his property, in order to provide service to 60 homes beyond him. He believes that the Unitil "easement" which provides him with service does not include the right to provide service beyond him---customer is unaware of any "right of way agreement" in his purchase contract.

Resolution: left call for Susan Corson at Unitil---requesting csall back

11/30/04 spoke with Susan Corsen---she referred me to Scott Wade---spoke wit Scott Wade, he indicated that he spoke with the customer yesterday.
called the customer and he is "o.k." with the current situation with regard to Unitil and Adelphia---the caller has indicated that he is awaiting a call back form the Construction Manager at Adelphia---I have indicated to the caller that he should feel free to call me back shuld he not feel satisisfied following his discussion with the Adelphia rep.

Closed: Yes

Date Closed: 11/30/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Consumer Contact Memo

86

Received By: WAS Date Received: 11/17/2004 Time Received: 03:26 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: INSTALL

Staff Responding: WAS Date: 11/17/2004 Waiting On Due Date:

Comments:

Hi Karen,
RE[redacted]

Says he has been waiting for power for 1 year. Says poles are in but does not know why power is not installed. What is the story here? When can he expect install?

Walter Shyska
Consumer Affairs Representative
NHPUC
21 Fruit St. Suite 10
Concord, NH 03301-2429
(603) 271-2431

Resolution:

Good morning Walter

This service is scheduled to be completed tomorrow - Nov 24.

Batch ID: WSHYSKA-12/08/2004-14:37:42:773

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

"Shyska, Walter"
<Walter.Shyska@pu
c.nh.gov>

To
Karen T. Mackey/NUS@NU
cc
Gloria A. Driggers/NUS@NU
Subject

11/17/2004 09:56
AM

[redacted]

Closed:	Yes	Date Closed:	11/17/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

87

Received By: WAS

Date Received: 11/16/2004

Time Received: 03:24 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL

Staff Responding: WAS

Date: 11/16/2004

Waiting On Due Date:

Comments:

Hi Karen,
[redacted]

Says she has been waiting for temp svc since July. PSNH poles are in but says you have not installed svc yet. Svc. will go to a camper for now until spring - they are living in the camper.
When can they expect power? Or is there a problem here? (been working with PSNH empys. Bill Smith and Chris Kelly)
Please advise,
Walter

Walter Shyska
Consumer Affairs Representative
NHPUC
21 Fruit St. Suite 10
Concord, NH 03301-2429
(603) 271-2431

Batch ID: WSHYSKA-12/08/2004-14:37:42:773

1-800-852-3793

Resolution: Walter,

This service was completed on Nov 16. You should be aware, however, that more work will be required. Because of rock or ledge, the last pole needs specialized equipment in order to set (core bore). The service, however, is currently energized and is tied to a tree until the pole can be set and the service rerouted properly.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

"Shyska, Walter"
<Walter.Shyska@pu
c.nh.gov>

To
Karen T. Mackey/NUS@NU

cc
Gloria A. Driggers/NUS@NU

11/16/2004 03:10
PM

Subject
[redacted]

Closed:	Yes	Date Closed:	11/16/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Batch ID: WSHYSKA-12/08/2004-14:37:42:773

Consumer Contact Memo

88

Received By: MLR Date Received: 11/11/2004 Time Received: 07:42 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Online Docket #:

Reason for Contact: POLES

Staff Responding: MLR Date: 11/12/2004 Waiting On Due Date: 11/19/2004
WAS

Comments: I am the property owner a[redacted]PSNH has a pole and transmission lines across my property with no signed easement. I have sent several emails over the past month and spoke with a Karen Malik (malikkj@nu.com) 603.634.3233. PSNH stopped answering my emails and phone calls after I told them to compensate me or move their pole and transmission lines off my property, which have been located illegally since 1973.

Last response from PSNH was that I needed to have it surveyed. I feel that they should survey it if they want a survey. There is no question that the lines cross my property and the pole is by my estimate 5 feet onto my property. The pole is 2-1 and feed[redacted]
*****
11/12 Sent 5 day letter to Gloria at PSNH for investigation and response to Walter
11/12 Sent email to customer advising of investigation.

Resolution: See below, this has been determined to be a "property rights" issue and not a PUC issue.
PSNH has checked the property and determined their pole is not o[redacted]roperty.
Customer my take civil action and get his property re-surveyed. Current survey on file indicates pole is not on his property.

That's a nice response but the copy of the certified plot plan I have does not locate the power pole nor does it address the issue of the power lines crossing my property. When I spoke with PSNH originally I raised two concerns: the location of the pole (still not verified), and the fact that the lines still cross over my property to get to the pole. I was told that if the pole and lines crossed the property that they would need an easement, which does not exist.

I do not see anywhere in the response any information on the lines getting from the street to the service pole. I also researched the deeds and corrected PSNH when they wrongly claimed they had existing easements.

Batch ID:

I would like to request a copy of the certified plot plan, and would like PSNH or PUC to clarify if power lines can cross overhead, a property without an easement. I am in exactly the same situation with PSNH as I was 2 months ago. Their position is not to do anything. The only thing that has changed is that a technician went to the property and was given a plot plan by the property owner that does not locate the power pole or power lines and that is their answer.

Thank you for your help in the matter,

[redacted]

---------- Original message from "Shyska, Walter" <Walter.Shyska@puc.nh.gov>: ----------

Dear Mr. Daudier,

Below is PSNH's reply to your complaint. As stated in the letter, the official surveyed plot plan for your property shows that the pole is not on your property.
Please contact me if you have any questions.

PSNH RESPONSE LETTER

December 1, 2004

Mr. Walter Shyska
Consumer Affairs
State of New Hampshire
Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429

[redacted]

Dear Mr. Shyska:

I have received Amanda Noonan's letter to PSNH, dated November 12, 2004, regarding Mr. Daudier's request for compensation or relocation of distribution line facilities on [redacted] claims that pole 2-1 on [redacted] s located on his property.

PSNH has visited the site and determined that pole 2-1 is a service pole which serves the [redacted] PSNH disagrees with [redacted] claim that the pole is located on his property. PSNH's investigation included a review of plan and deed data filed at Hillsborough County Registry of Deeds. In addition, a plot plan for th[redacted]roperty dated October 20, 2004 and certified by Meridian Land Services, Inc. was provided b[redacted] Based on these documents and field measurements taken by PSNH's Field Technician, PSNH believes that pole 2-1 is located on the property owned by the [redacted] and not on the [redacted] property. As such, PSNH does not intend to take further action as [redacted] has requested.

If you have any additional questions or concerns, please feel free to contact me at (603) 634-2519.

Sincerely,

Karen T. Mackey
Senior Engineer - Energy Delivery

Office of the Director

cc: John Libby – Director of Energy Delivery – PSNH
Gloria Driggers -- PSNH Consumer Assistance Administrator
****
3/10: Copy of letter to customer regarding relocation of wires. SEE "FILE ATTACHMENTS".

Batch ID:

Closed:	Yes	Date Closed:	12/22/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Batch ID:

Consumer Contact Memo

89

Received By: KAA Date Received: 11/04/2004 Time Received: 11:51 AM

RE: NH Electric Cooperative
Tenney Mountain Highway, R.F.D. #2, Box 2100
Plymouth, NH 03264
(603) 536-1800

Customer Information

Verizon - Maine

[redacted]

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: KAA Date: 11/04/2004 Waiting On Due Date:

Comments: Janice - a Service Rep from Verizon in Maine, wants to know if in NH, a consumer would pay a "pole rental charge" on an NHEC pole since 1990. Wants to know if the customer has to pay this forever?

The customer she is calling about i[redacted]

Resolution: Verified with MAL. Called Janice back. Yes, years ago that was how it was done instead of requiring consumers to pay all construction costs up front. Customer will pay indefinitely.

Closed: Yes Date Closed: 11/04/2004 Adjusted Amt: $0.00

Reopened: Date Closed:

Batch ID: KTURNER-11/18/2004-08:56:18:061

Consumer Contact Memo

90

Received By: JO Date Received: 11/02/2004 Time Received: 11:27 AM

RE: Cable

Customer Information

[redacted]

[redacted]

Contact Information

Account #: Method of Contact: Email Docket #:

Reason for Contact: INSTALL

Staff Responding: MAL Date: 11/02/2004 Waiting On Due Date:

Comments:

-----Original Message-----
From: Callender, David [mailto:CallendD@MSAGROUP.COM]
Sent: Tuesday, November 02, 2004 10:24 AM
To: OMarra, Jody
Subject: Length of time to get permision to use poles

I have ordered a Time Warner cable connection to my house and they are telling me it takes 60 to 90 days to get premission to use the 3 utility poles on my property. I was wondering if you can tell my why it takes so long or if you can't tell me can you tell me who I should ask. The guy at the cable company just says it takes that long for the telephone company to give its OK. I undersatnd that the phone company and/or PSNH own the pole in the Keene area, I just don't understand why it takes so long to get permission to use them by an other utility company.

Thank you for your help.

[redacted]

Resolution: 11:55 Called Sharon Roth at Comcast. Time Warner Cable, 11 Eagle Court, Keene, NH 03431, 352-6421, serves Keene. Sharon advised if new construction, design goes to construction. Needs new wires, drop, etc. If required to raise height of pole then cost on cable company which must be paid before pole is set. 60-90 days is standard especially at this time of the year. Communication done by fax between utilities. 2:45 Called Time Warner . Went on their website www.twcablekeene.com for FAQ. 3:01 Called Time Warner again and spoke to a woman in customer service. 60-90 days for the entire process. She confirmed information I got from Comcast.

Batch ID: MLUTZ-11/02/2004-14:13:05:301

3:13 Sent email to Mr. Callender advising: Dear Mr. Callender:

Ms. O'Marra referred your inquiry to my attention for response.

For information purposes cable is regulated at the town/city level. However, I talked to a contact at one of the cable companies and they advised me that 60-90 days is standard, especially at this time of the year. If new construction is involved it would need to be designed for construction because it would need new wires, drop, etc. If there are existing poles and the height of the pole has to be raised to accommodate the cable company's wire, then the cost involved must be paid up front by the cable company before the pole is set.

I confirmed this information with Time Warner Cable Company. 60-90 days is the total time frame involved to provide you with cable service, not just permission to use the poles.

If you have any questions, please contact me at one of the telephone numbers listed below.

Sincerely,

Mary Anne Lutz
****

11/4 7:05 am Received email f[redacted]dvising: Ms. Lutz,

Thank you for your reply. I am on the Surry planning board and we do not have any regulations that would make the cable company wait 60 to 90 days. I had already talked to the cable company and they gave me the same answer they gave you. I was wondering why the Phone Company or PSNH took so long to grant permission. The cable company told me there were not backed up and that it weren't for the time it took to get permission that hey could do it inside of a week. The poles are set and are as tall as the ones that care the cable line to the end of my driveway. There would be no new construction. From what I was told the hold up is on the telephone companies end as they are the ones that own the poles on my property. I was hoping you could give me information about why the TELEPHONE COMPANY took so long to give permission as I already had the information from the cable company.

Have a great day,
Dave Callender
Surry, NH
****

11/8 11:35 Called Jan Quint at Verizon for information. Referred to Kevin Shea. Called Kevin. He advised apply for an attachment through city and town first. Usually once Verizon has receives the request, within one week for permission, unless extenuating circumstances. Then the process begins. If too much weight on existing pole, then denied.

12:03 Sent email t[redacted] advising: [redacted]

You are correct in your assumption of the poles in Keene. The poles are jointly owned by PSNH and Verizon. In Keene the poles are maintained by Verizon.

I called Verizon about permission to attach to their poles. According to my contact, once Verizon receives the request from the cable company it usually takes within one week to grant permission to attach to the pole, unless there are extenuating circumstances. Once permission is given, the process begins.

As I stated previously, 60-90 days is a standard reply to customers requesting cable service. Sometimes the whole process takes less then 60 days.

Sincerely,

Mary Anne
****

11/8 7:12 pm Received email fro[redacted]ising:

Thank you for your work. Have a great Day!

[redacted]
****

Closed:	Yes	Date Closed:	11/08/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

91

Received By: AON Date Received: 10/29/2004 Time Received: 12:11 PM

RE: NH Electric Cooperative
Tenney Mountain Highway, R.F.D. #2, Box 2100
Plymouth, NH 03264
(603) 536-1800

Customer Information

[redacted]

Contact Information

File Attachments?: ☑

Account #: Method of Contact: Letter Docket #:

Reason for Contact: INSTALL

Staff Responding: MLR Date: 11/03/2004 Waiting On Due Date:

WAS

Comments: Received copy of letter customer sent to NHEC. SEE "FILE ATTACHMENTS"

Resolution: Walter,

I do not remember seeing a formal quote from GSE on their letter head. However, if you reference your email dtd. 11/03/04 you will see the dollar figure we derived our invoice from. The email from GSE clearly states that their estimate did not include the cost of tree trimming. We added $1975 for tree trimming, which is the difference between the two quotes.

[redacted] can spread the cost of the job over 60 months at an interest rate of prime plus 6%, which would be set on the date the agreement is signed.

I hope this helps. Please let me know how I can help further.

Clint

Good afternoon all,

I just received this email from Walter Shyska at the PUC. 1 don't remember seeing the letter of documentation from GSE quoting a cost. Can someone help Walter with an explanation and breakdown of our costs to the serve the Henry's? What makes up the difference?

Thanks

Batch ID: MRAYMOND-11/08/2004-12:29:02:434

Clint

Hi Clint, It was my understanding that the NHEC would install this service for same price that GSE would charge. To do that, customer needed a letter from GSE.

Now today [redacted] says she got a bill from the NHEC for $5056, but the quote in the letter from GSE was $3081. What is the difference?
Note that the GSE quote added an additional $1500 to get the service from the pole to the house, but [redacted] have already done this work themselves.
Also, will they get to pay this over 60 months - or is full payment needed up front?

Could you please clarify this for us. Why isn't the quote the same as GSE?
Please advise

Hi Mark - I spoke with Jim Hurst and Clint Hutchins today and have left a message with Jim saying the following:

Per Clint Hutchins (NHEC), the NHEC does not want to release this customer, and , they agree to do the installation for the same cost that GSE would estimate it would cost them, with footnotes stating that any unknown variables, such as tree trimming, legde problems, etc. would be added to this estimate upon completion of the job.

Therefore, I have asked Jim Hurst to create and mail said quote letter to the customer with copies to Clint Hutchins at the NHEC and myself at the PUC. Upon receipt of the letter, if acceptable to him, Clint will contract with the customer to do the installation for the same amount shown in the quote, allowing for additional costs for any unknown variables, just as the "tariffed quote" for GSE would allow.

FYi, The Solution was reached on Friday, 11-5. I called cust. and informed them of same. I just called customer again, telling them of pending solution, awaiting the letter from GSE. Someone from NHEC will call cust.
Walter
-----Original Message-----
From: Noonan, Amanda
Sent: Wednesday, November 10, 2004 10:14 AM
To: Shyska, Walter
[redacted]

Would you please call her today? She called me to find out what the status is. Her number is [redacted] It sounds like neither GSEC nor NHEC has been in touch with her in the past week or more.)

Amanda O. Noonan
Director, Consumer Affairs
New Hampshire Public Utilities Commission

Please forward this to Jim Hurst and comment as needed.

This seems like an amenable solution to problem and everyone appreciates the extra efforts of GSE to be cooperative.

Thanks,
Walter Shyska

See below for history.

I just spoke with Walter from the PUC. He will get us the quote and any qualifiers that GSE would present to the member to construct the line to the [redacted] Jim Hurst is the contact person from GSE's Lebanon office. I worked to make it clear that our (Walter and my) conversation this morning 11/5 was not a decision point only the next step to the decision of serving th[redacted] We want to see the estimate first. I did make it clear and Walter understood,

that we definitely wanted to serve this area and do not want to give it up. As soon as I get the estimate from GSE I will forward it on to Marion and Dean.

Let me know if you need anything else.

Thanks
Clint

-----Original Message-----
From: Morgan, Marion
Sent: Friday, November 05, 2004 7:43 AM
To: Hutchins, Clint
Cc: Bakas, Jim; Benton, Dean
[redacted]

Clint,

NHEC wishes to serv[redacted]d retain its existing franchise territory. NHEC will match GSE's cost, but needs a written quote from GSE. Would you contact Walter Shyska for that quote?

Thanks,
Marion

Good morning Walter,

Marion Morgan is working this issue with[redacted]nd as you can see from Marion's email of 11/1 she is still waiting for information from them. Marion will call them today to clear up the statement that we said it was okay for them to go to GSE. Marion did not make that statement so she wanted that clarified.

Hope this helps. Please let me know if I can assist you further.

Clint

> -----Original Message-----
> From: Morgan, Marion
> Sent: Thursday, November 04, 2004 7:50 AM
> To: Bakas, Jim; Neubauer, Tom; See, James; Hutchison, Jay; Hutchins,
> Clint
> Cc: Benton, Dean; Austin, Peggy
> Subject: [redacted]
>
> Folks,
>
> This is the correspondence I have had to date with Dean and Peggy regarding the[redacted]equest on[redacted]
>
> Marion
>
> -----Original Message-----
> From: Morgan, Marion
> Sent: Monday, November 01, 2004 2:03 PM
> To: Benton, Dean; Austin, Peggy
> Subject: [redacted]
>
> Hi,
>
> I just spoke with [redacted]and requested that she provide NHEC with documentation from Granite State Electric to show their cost to extend a power line to th[redacted]operty on[redacted]. I asked

her to fax it to both my attention and Dean's in the event that I am not here. For the record, I quoted her a cost of $12615.38 for NHEC to extend 2120' to their property.
>
> [redacted] are on a tight timetable for getting into their new house, and they think that releasing them to GSE will speed things up. I told her that the process for releasing them from our franchise area could be time consuming, and that NHEC may not even be interested in releasing them. I also told her that regardless of which company ends up serving them, there could be delays trying to obtain right of way from landowners along the way.
>
> Peg - She said she provided you with landowner information. Did she, and do you know which poles are on whose property? I returned the job to you to add the landowner information in the Easement tab. Send it
> back ASAP so Plant can send for the easements.
>
> I think that is all we can do for now.
>
> Marion

Hi Clint - below is info I received from GSE (back in October) for this job.
Walter,

Message from GSE:

Please note that we are not looking to provide service to this location.

Since the property [redacted] is planning to develop is not within our service territory we have not done a detailed design. [redacted] has been in communication with a couple of our Engineers regarding this location. The ESTIMATE provided [redacted] is based on 4 cents/ft for 60 months for construction along the public way, less the first 300 ft, per GSE tariff and if required, would include an additional $1500/200 ft on private property. Based on [redacted] input; she would be paying (.04/ft x (3/10 mile x 5280 ft/mile - 300 ft)) = $51.36/mo x 60 mos = $3,081.60 just to get to their property. If in addition, they request a pole on private property, then add $1500 for a total of $4,581.60. Under a service agreement, they have the option of paying monthly or up front. If within the 60 month period anyone should build within that area under agreement [redacted] would realize a prorated reduction of the monthly amount.

Please note, the ESTIMATE assumes separate Telco billing, and does not include tree trimming or any additional cost that may be incurred such as ledge holes etc.

I hope this helps. If you need further info please let me know.

Mark Sorgman
Manager, Small Business Customer Group
& DTE/PUC Consumer Division Liaison
National Grid
phone: 508/357-4650
fax: 508/357-4618

-----Original Message-----
From: Shyska, Walter
Sent: Wednesday, November 03, 2004 10:50 AM
To: 'Hutchins, Clint'
Cc: 'Sorgman, Mark'
[redacted]

Hi Clint - I sent this message originally to Dale Wilkie on Oct. 7, but I learn today he is out until Nov. 15, so I am hoping you can get me an answer. You can read the original message below but summary is:

Customer is in NHEC territory, says you are quoting her $36,000 for an install, vs. GSE, who is on the border line,

who (customer says) will charge her much less. ($1,000?)

I got a call today from GSE today and Jim Hurst at GSE says GSE will consider taking the customer if you agree to allow it. They say that customer says: "NHEC says ok, you can go with GSE if you want". Is this correct?

If so, then I will instruct customer to petition PUC who will review it to see if in the "Public Interest". However, if you do object, then I will tell customer that you do object, but customer can still petition PUC. GSE is not "anxious" to get this customer, but will go along with PUC decision, particularly if NHEC does not object.

Can you please tell me the status of this issue and what the NHEC story is?
Thanks, Walter Shyska,
NHPUC
-----Original Message-----
From: Wilkie, Dale [mailto:WILKIED@nhec.com]
Sent: Thursday, October 07, 2004 2:54 PM
To: Shyska, Walter
Subject: RE: [redacted]

Just to let you know, I forwarded your message along to some other people. However, on the surface, something appears to wrong about this information.

I'm letting another person handle this, but feel sure we will do the right thing.

-----Original Message-----
From: Shyska, Walter [mailto:Walter.Shyska@puc.nh.gov]
Sent: Thursday, October 07, 2004 2:03 PM
To: Sorgman, Mark; Wilkie, Dale
Subject: [redacted]

Hi Mark,

[redacted]

Cust. says she is building in NH Coop area. Says she is 3/10ths of a mile from GSE area. GSE (Mel Emerson) has come out and looked at the site and says GSE can install service for $1000, at a rate of 4 cents per foot.

NH Coop also has a 3/10ths of a mile run, and they have quoted her $36,000 at a rate of 19 Dollars per foot, obviously considerably more than GSE.

I told customer she had to petition to the NHEC to release her as a customer before GSE could serve her and she will be doing this. But first, I would like to confirm that GSE will hook her up for $1000 - or is there some misunderstanding there.

Also, it is unlikely NHEC will release her, as their is potential for many more lots in the recently sold 300 acre parcel across the street.

In any event, could you confirm this info with Mel Emerson and let me know any other info on this matter. I am also talking with the NH Coop.

Please advise, Walter

Walter Shyska
Consumer Affairs Representative
NHPUC

21 Fruit St. Suite 10
Concord, NH 03301-2429
(603) 271-2431
1-800-852-3793
walter.shyska@puc.nh.gov

Hi Clint - I sent this message originally to Dale Wilkie on Oct. 7, but I learn today he is out until Nov. 15, so I am hoping you can get me an answer. You can read the original message below but summary is:

Customer is in NHEC territory, says you are quoting her $36,000 for an install, vs. GSE, who is on the border line, who (customer says) will charge her much less. ($1,000?)

I got a call today from GSE today and Jim Hurst at GSE says GSE will consider taking the customer if you agree to allow it. They say that customer says: "NHEC says ok, you can go with GSE if you want". Is this correct?

If so, then I will instruct customer to petition PUC who will review it to see if in the "Public Interest". However, if you do object, then I will tell customer that you do object, but customer can still petition PUC. GSE is not "anxious" to get this customer, but will go along with PUC decision, particularly if NHEC does not object.

Can you please tell me the status of this issue and what the NHEC story is?
Thanks, Walter Shyska,
NHPUC
-----Original Message-----
From: Wilkie, Dale [mailto:WILKIED@nhec.com]
Sent: Thursday, October 07, 2004 2:54 PM
To: Shyska, Walter
[redacted]

Just to let you know, I forwarded your message along to some other people. However, on the surface, something appears to wrong about this information.

I'm letting another person handle this, but feel sure we will do the right thing.

-----Original Message-----
From: Shyska, Walter [mailto:Walter.Shyska@puc.nh.gov]
Sent: Thursday, October 07, 2004 2:03 PM
To: Sorgman, Mark; Wilkie, Dale
[redacted]

Hi Mark,

[redacted]

Cust. says she is building in NH Coop area. Says she is 3/10ths of a mile from GSE area. GSE (Mel Emerson) has come out and looked at the site and says GSE can install service for $1000, at a rate of 4 cents per foot.

NH Coop also has a 3/10ths of a mile run, and they have quoted her $36,000 at a rate of 19 Dollars per foot, obviously considerably more than GSE.

I told customer she had to petition to the NHEC to release her as a customer before GSE could serve her and she will be doing this. But first, I would like to confirm that GSE will hook her up for $1000 - or is there some misunderstanding there.

Also, it is unlikely NHEC will release her, as their is potential for many more lots in the recently sold 300 acre parcel

across the street.

In any event, could you confirm this info with Mel Emerson and let me know any other info on this matter. I am also talking with the NH Coop.

Please advise, Walter

Walter Shyska
Consumer Affairs Representative
****
Received copy of letter from James W. Hurst at GSE [redacted] SEE "FILE ATTACHMENTS"

Closed:	Yes	Date Closed:	11/29/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

92

Received By: WAS

Date Received: 10/22/2004

Time Received: 02:50 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL

Staff Responding: WAS

Date: 10/22/2004

Waiting On Due Date:

Comments:

[redacted]

Says PSNH has broken 3 schedule dates to have his pole installed, most recent being Weds., 10-20, when he says he was assured it would get done. Now pending for Monday, 10-25. What is the status of this job? Will it get done Monday? Cust. says it is a safety issue to replace old pole that is pulling wires away from the hous.

Please advise

Walter Shyska
Consumer Affairs Representative
NHPUC
21 Fruit St. Suite 10
Concord, NH 03301-2429

Batch ID: WSHYSKA-12/01/2004-14:08:01:116

(603) 271-2431
1-800-852-3793
walter.shyska@puc.nh.gov

Resolution: Good Morning, Walter...

[redacted] pole was set on Friday the 22nd. PSNH admits it was late in setting the pole. Because there was no "appointment" requested, there were times when a truck simply was unavailable and the work had to be rescheduled as required by priority. The customer had asked for an underground service to replace an overhead. There is power to an existing home that is currently under re-hab and improvements are being made at this location.

We are not sure what safety issue was a concern, however. To verify, we had a supervisor check the site this morning. The supervisor spoke with the contractor working for the home owner to determine if there was indeed an issue with safety. There is none. There is an addition and many changes to the home in progress that have nothing to do with a PSNH safety issue. When the general contractor has completed, PSNH will be installing a new service to a customer-installed meter pedestal. At this time this looks like quite a ways off, as the customer has not installed a pedestal or started a trench. He will also eventually require a town permit.

Gloria A. Driggers
Consumer Assistance Administrator
PO Box 330
Manchester, NH 03105-0330
(603) 634-2940 (Office)
(603) 634-2449 (FAX)

"Shyska, Walter"
<Walter.Shyska@pu
c.nh.gov> To
Gloria A. Driggers/NUS@NU
cc
10/22/2004 12:07
PM Subject
[redacted]

Closed:	Yes	Date Closed:	10/22/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Batch ID: WSHYSKA-12/01/2004-14:08:01:116

Consumer Contact Memo

a3

Received By: VM

Date Received: 10/22/2004

Time Received: 10:26 AM

RE: Municipal Electric

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: EH

Date: 10/22/2004

Waiting On Due Date:

Comments: Municipal electric. New service questions between electric and phone tariff, paying twice to connect to 1 pole. Max amt to charge, sheems high.

$300 for pole-Wolfeboro
$400 to connect to Verizon

Resolution: Spoke to Maryanne to get understanding on pole charges.
10/22 11:10 Returned call, spoke to caller.
10/22 12:00 Called back, verified charges on vocie mail.

Closed: Yes

Date Closed: 10/22/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: EHADLEY-01/04/2005-09:24:41:043

Consumer Contact Memo

94

Received By: RPR Date Received: 10/07/2004 Time Received: 09:03 AM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

[redacted]

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: RPR Date: 10/07/2004 Waiting On Due Date:

WAS

Comments: caller just bought a piece of land which has been sub-divided. Per the caller, a pole line crosses his property, and he wants it re-routed. According to the caller, his lawyer says that no easement exists and so the utility company must relocate the line----it would appear that this is a PSNH maintanence area. Per the caller, the pole in question is Pole [redacted]

Resolution: indicated to the caller that the matter would be referred to PSNH.
gloria Driggers---634-2449----called and no answer after 24 rings
referred to Walter.

called and spoke with the caller advising him, and providing the toll free number for out of state callers to PSNH, to call PSNH and giving them the opportunity to resolve his issue.

Bob,

Re: [redacted]

Per your voice mail:
[redacted] recently purchased this property. He says that our line crosses the property and his lawyer said there was no easement. As such, he wants us to relocate the line. The pole number he provided is [redacted] Since he did not work with PSNH first, he was provided PSNH's 800# from the PUC.

Batch ID: BROHNSTOCK-10/07/2004-08:39:50:025

PSNH has resolved [redacted]erns. A pole will be relocated.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

****
This e-mail, including any files or attachments transmitted with it, is confidential and intended for a specific purpose and for use only by the individual or entity to whom it is addressed. Any disclosure, copying or distribution of this e-mail or the taking of any action based on its contents, other than for its intended purpose, is strictly prohibited. If you have received this e-mail in error, please notify the sender immediately and delete it from your system. Any views or opinions expressed in this e-mail are not necessarily those of Northeast Utilities, its subsidiaries and affiliates (NU). E-mail transmission cannot be guaranteed to be error-free or secure or free from viruses, and NU disclaims all liability for any resulting damage, errors, or omissions.
****

Closed:	Yes	Date Closed:	10/07/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

95

Received By: VM

Date Received: 10/04/2004

Time Received: 04:26 PM

RE: Telephone

Customer Information

[redacted]

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: POLES

Staff Responding: KAA

Date: 10/05/2004

Waiting On Due Date:

Comments: Customer LM indicating she has a question about telephone lines and poles.

Resolution: Called back 8:40am. LM.

10/27: No calls back. Closed.

Closed: Yes

Date Closed: 10/27/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Batch ID: KTURNER-10/27/2004-10:09:46:997

Consumer Contact Memo

96

Received By: WAS Date Received: 09/27/2004 Time Received: 02:09 PM

RE: UNITIL Power Corporation
216 Epping Road
Exeter, NH 03833
(603) 772-0775

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: WAS Date: 09/27/2004 Waiting On Due Date:

Comments:

-----Original Message-----
From: Shyska, Walter [mailto:Walter.Shyska@puc.nh.gov]
Sent: Monday, September 27, 2004 10:56 AM
To: Nudd, Dale
Subject: Poles at Valley Stream estates

Hi Dale, A customer, [redacted] called to say there have been some "abandoned" Unitil Poles on [redacted] been there for 3 years. Are these scheduled for removal? What is the story here.

Please advise,

Walter

Walter Shyska

Consumer Affairs Representative

Batch ID: WSHYSKA-10/25/2004-09:06:15:620

NHPUC

21 Fruit St. Suite 10

Concord, NH 03301-2429

(603) 271-2431

1-800-852-3793

walter.shyska@puc.nh.gov

Resolution: ref. to Verizon for final action.

Walter,

That would be correct. When Verizon has made their transferrs to the new pole then Unitil will be able to remove the old pole.

Regards, Dale

-----Original Message-----
From: Shyska, Walter [mailto:Walter.Shyska@puc.nh.gov]
Sent: Wednesday, September 29, 2004 10:50 AM
To: Nudd, Dale
Subject: [redacted]

Do I understand that when Verizon removes their wires, then Unitil will remove the poles?

Please advise,

Walter

-----Original Message-----
From: Nudd, Dale [mailto:Nudd@unitil.com]
Sent: Wednesday, September 29, 2004 10:07 AM
To: Shyska, Walter
Subject: RE: Poles at Valley Stream estates

Walter,

A follow up to your question - We have transferred our equipment but Verizon has not transferred their wires therefore the Poles can not be removed.

[redacted] - Pole 2, Pole Set - 06/01/97

[redacted] - Pole 3, Pole Set - 06/01/97

[redacted] - Pole 4, Pole Set - 06/01/97

[redacted] - Pole 935F/5, Pole Set - 06/01/97

Dale C. Nudd

Manager, Electric Operations

Unitil Energy Systems, Inc.

1 McGuire Street

Concord, NH 03301-4665

V: 603-227-4520

F: 603-277-4620

E: nudd@unitil.com

-----Original Message-----
From: Shyska, Walter [mailto:Walter.Shyska@puc.nh.gov]
Sent: Monday, September 27, 2004 3:57 PM
To: Nudd, Dale
Subject: RE: [redacted]

dale, here is a copy of the email I sent on this on Aug. 9, 2004 with pole info.

RE: [redacted]

Called to report there are 2 poles (CE1 & CE2) near [redacted] that were replaced many years ago, but the old poles are still there and appear to ready to fall. Please advise the status of this issue.

walter

-----Original Message-----
From: Nudd, Dale [mailto:Nudd@unitil.com]
Sent: Monday, September 27, 2004 3:36 PM
To: Shyska, Walter

Subject: RE: Poles at Valley Stream estates

Walter,

I'll take a look and let you know.

Dale

Dale C. Nudd

Manager, Electric Operations

Unitil Energy Systems, Inc.

1 McGuire Street

Concord, NH 03301-4665

V: 603-227-4520

F: 603-277-4620

E: nudd@unitil.com

Closed:	Yes	Date Closed:	09/27/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

97

Received By: WAS Date Received: 09/27/2004 Time Received: 02:04 PM

RE: Electric

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: WAS Date: 09/27/2004 Waiting On Due Date:

Comments: wants info on pole and wire heights.

Resolution: OK, gave info from elec. standards

As a very basic and simple summary, high voltage equipment (35 kv) would need to be 19'6" from the ground.

Lower voltage wires would follow the standards for their placement and particular circumstances, but are usually at:

16' streets, driveways, cultivated fields, orchards
12' sidewalks and pedestrian walkways
12' attachment point on a house
10'6" "drip loop" (wire from the attachment point that is looped to mape sure water drips away from the conductor).

I'm not sure what you're looking for, specifically, but let me know if you need further information, and I'll try to help.
...Gloria

Closed:	Yes	Date Closed:	09/27/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

98

Received By: WAS Date Received: 09/21/2004 Time Received: 04:15 PM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: WAS Date: 09/21/2004 Waiting On Due Date:

Comments: lines are being moved in front of her house, wants to know if legal.

Resolution: Moving of lines is legal when needed. OK, she will call psnh to clarify reason, will call me back if problem.

Closed: Yes Date Closed: 09/21/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: WSHYSKA-10/15/2004-10:47:50:944

Consumer Contact Memo

99

Received By: WAS Date Received: 09/17/2004 Time Received: 02:23 PM

RE: NH Electric Cooperative
Tenney Mountain Highway, R.F.D. #2, Box 2100
Plymouth, NH 03264
(603) 536-1800

Customer Information

[redacted]

[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: WAS Date: 09/17/2004 Waiting On Due Date:

Comments: wants NHEC to replace pole near his house.

Resolution: ref. to NHEC, they will handle it.

Closed: Yes Date Closed: 09/17/2004 Adjusted Amt: $0.00

Reopened: Date Closed:

Batch ID: WSHYSKA-10/15/2004-10:47:50:944

Consumer Contact Memo

100

Received By: KAA

Date Received: 09/17/2004

Time Received: 04:05 PM

RE: Granite State Electric
25 Research Drive
Westborough, MA 01582
(603) 225-5528

Customer Information

[redacted]

Contact Information

[redacted]

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL

Staff Responding: KAA

Date: 09/17/2004

Waiting On Due Date:

Comments: Customer complaining about delays in GSE's installation of one pole and service to his new home located on the same land as his old home. Claims he is working with Jeanne Buckley, GSE Engineer and she does not get back to him with a completion date for his service installation.

Resolution: Called Mark Sorgman at GSE - He is out. VM indicated to leave message for Maria Rodrigues. Did so.

9/22 3:44pm. Mark called and advised that GSE is trying to "clear the easement". Their Legal Department is in the process of releasing the easement info to the Town and they will be marking for poles tomorrow.

Called customer back and let him know. Closed.

Closed: Yes

Date Closed: 09/22/2004

Adjusted Amt: $0.00

Reopened:

Date Closed:

Consumer Contact Memo

10'

Received By: Date Received: 09/16/2005 Time Received: 11:13 AM

RE: Union Telephone Company
13 Central Street, P.O. Box 577
Farmington, NH 03835
(603) 859-3700

Customer Information

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: Date: 09/16/2005 Waiting On Due Date: 09/20/2005

Comments: caller left voice message indicating he needed help with regard to pole setting---

Resolution: called---got v-mial--left message to call back.

spoke with Mr---he's building a new home on his property and is questioning the special construction charges associated with the 4 poles needed to reach his new home----customer is being asked to pay $1076 to run lines along four poles.---indicated to the caller that I would check to see what the tariff allows.

9/19/05---spoke with Sandy Bodwell---she wil check into this matter and get back to me tomorrow
9/20/05 incoming from Sandy Bodwell---charges are correct--they represent only those charges that Union is being billed by the PSNH company---tariff stipulate that refunded of charges is based on the number of cusotmers applying for service not the # of lines installed.

Closed: Yes Date Closed: 09/22/2005 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID:

Received By: WAS

Date Received: 09/09/2004

Time Received: 11:07 AM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL

Staff Responding: WAS

Date: 09/09/2004

Waiting On Due Date:

Comments:

Hi Karen
RE: [redacted]

Says been waiting since early August for new svc. Says she sent you paperwork on Aug 3 for an easment, but was misplaced, then found recently. What is the story here? What more is needed to get the svc. in. (she's been working with Scott Moreau)
Please advise,
Walter

Walter Shyska
Consumer Affairs Representative

Resolution:

Walter,

Late yesterday afternoon, the PSNH portion of the easement was completed. A copy of the easement and partial release of mortgage for the [redacted] was sent to them overnight, but also emailed a copy to the Field Tech in [redacted] in the event they would like to walk in and pick it up. To complete the process, they will need to have their signatures notarized. Since they must get the bank's sign-off on the partial release they can likely get their signatures notarized there as well.

Batch ID: WSHYSKA-10/15/2004-10:47:50:944

I expect we'll be all set at this point. Once the paperwork has been properly signed and notorized, we'll be able to schedule construction.

Karen T. Mackey
Senior Engineer - Energy Delivery

Where is the paperwork for the easement? With you or the customer? Customer thinks they have signed and sent in everything. What is the status of the easement? Please advise, Walter

-----Original Message-----

Walter,

PSNH needs a signed easement in order to provide service. Although the site still needs to be inspected, we are not aware of any other outstanding issues at this time.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director

Customer just called again to say Verizon just came to the property to hook up phone svc but since house has no power, they could not.
When is this job scheduled for, or are there things to do?
Please advise,
Walter

Closed:	Yes	Date Closed:	09/16/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

103

Received By: Date Received: 09/08/2005 Time Received: 08:15 AM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

Customer Information

C

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: Date: 09/08/2005 Waiting On Due Date:

Comments: Customer claims he is calling on behalf of his brother ! Claims he is trying to get PSNH to relocate a pole outside of a new driveway he is installing for him. Wants to know when they're going to move the pole.

Resolution: Asked him if he has any specifics regarding the job - the exact address for the property, the PSNH account number, the PSNH work order number, who at PSNH has been contacted regarding the job? He didn't know any of the answers. He said there is no phone at the house either. I said I needed to know some specifics regarding the order so that I could have PSNH investigate. He said ok, he'd find out the answer and call me back.

10/14: No calls. Closed.

Closed: Yes Date Closed: 09/08/2005 Adjusted Amt: $0.00

Reopened: Date Closed:

Batch ID: !

Consumer Contact Memo

104

Received By: WAS

Date Received: 08/30/2004

Time Received: 10:13 AM

RE: Public Service Company Of NH
P.O. Box 330
Manchester, NH 03105
(603) 669-4000

VZ

Customer Information

[redacted]

Barrington
[redacted]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INSTALL

Staff Responding: WAS

Date: 08/31/2004

Waiting On Due Date:

Comments:

[redacted]

Says she has been waiting for wires to be put UG for the past 3 years. Says you lost the paperwork. Also Verizon involved, says they are waiting on PSNH

What can you tell me about this?
Please advise,

Walter Shyska
Consumer Affairs Representative
NHPUC
21 Fruit St. Suite 10
Concord, NH 03301-2429
(603) 271-2431
1-800-852-3793
walter.shyska@puc.nh.gov

Batch ID: WSHYSKA-10/07/2004-10:00:47:629

Resolution:

informed customer of the the following, cust. will follow up with psnh and verizon as what specifically needs to be done for their project.

Walter,

This project was written back in June 2002 and is designed to move some existing overhead line to underground. It was field checked on Wednesday and there are still no poles (Verizon set area) and no sign of trenching for conduit (customer work). I have a request to the project writer for any additional insight on this, but because of vacation, will not hear back until next week. At this point, though, PSNH cannot build the project until the pre-requisites are met -- poles, conduit, etc. Let me know if I can provide additional assistance on this one.

Karen T. Mackey
Senior Engineer - Energy Delivery
Office of the Director
(603) 634-2519 office
(603) 634-2924 fax

"Shyska, Walter"
<Walter.Shyska@pu
c.nh.gov>
08/30/2004 04:28
PM

To
Karen T. Mackey/NUS@NU
cc
Gloria A. Driggers/NUS@NU
Subject
Myra Frase

Closed:	Yes	Date Closed:	08/31/2004	Adjusted Amt:	$0.00
Reopened:		Date Closed:			

Consumer Contact Memo

105

Received By: WAS Date Received: 08/09/2004 Time Received: 03:57 PM

RE: UNITIL Power Corporation
216 Epping Road
Exeter, NH 03833
(603) 772-0775

Customer Information

[redacted]

Concord
[redacted]

Contact Information

Account #: Method of Contact: Call Docket #:

Reason for Contact: POLES

Staff Responding: WAS Date: 08/09/2004 Waiting On Due Date:

Comments: [redacted]
Called to report there are 2 poles (CE1 & CE2) nea[redacted]. Concord, that were replaced many years ago, but the old poles are still there and appear to ready to fall. Please advise the status of this issue.

Resolution: ref. to dale nudd, will follow up.

Closed: Yes Date Closed: 08/09/2004 Adjusted Amt: $0.00
Reopened: Date Closed:

Batch ID: WSHYSKA-9/27/2004-15:27:53:745