



February, 3 2012

Douglas Graham
11 Lakeview Drive
West Lebanon, NH 03784

Re: Work Request #12041356

Dear Mr. Graham;

Per your request here is the work breakdown for your project in West Lebanon:

National Grid's work includes removal of Pole 5, transformer, overhead conductors, and associated equipment, install of transformer, service connections and associated equipment at Pole 4. A breakdown of the costs follows:

| | |
|--------------------------------|--------------------|
| Labor Install Cost: | \$ 2,553.56 |
| Materials: | \$ 1,159.43 |
| Removal Cost: | \$ 2,440.26 |
| Operations & Maintenance: | \$ 412.48 |
| Total Customer Advance: | \$ 6,565.73 |

*-536.00 (new trans. Pole 4)
6,029.73*

Per our conversation yesterday, I have edited the Miscellaneous Construction agreement to state 200amp and clarified Maximum Intake as 10 kVA which is the size of the transformer we are installing to provide service to you. The Customer Service supervisor is looking into your request to get the recordings of your conversation with one of her male reps from September. If you have any further questions or concerns please contact me.

Best regards,

Tracy Bolduc
Customer Fulfillment Supervisor
Customer Fulfillment
40 Sylvan Rd
Waltham, MA 02451-1120
781-907-3428

nationalgrid

**Granite State Electric Company, dba National Grid
Miscellaneous Construction**

Quote Date: 1/13/2012
 Name of Complex: _____
 Service Address: 11 Lakeview Dr
 West Lebanon, NH 03784
 Contact Name: Douglas Graham
 Company Name: _____
 Mailing Address: 11 Lakeview Dr
 West Lebanon, NH 03784

National Grid Representative: Annette Thompson Work Req. # 12041356

Miscellaneous Construction

National Grid (NG) to provide secondary aerial underground 200amp, 1 Phase 3 wire service, 120/240v. NG to install: 1-10 kVA transformer and associated equipment at existing pole 4. NG will remove 1-10 kVA transformer, associated equipment and existing Ngrid conductors from pole 5. Ngrid to remove pole 5 and associated equipment after all attachments have removed their equipment. Customer to bring secondary cables to siphon pole 4. Customer responsible for installing conduits 10 feet up service pole. Customer to leave sufficient length of secondary conductors to reach OH transformer (approx. 35 feet).

Cost

The cost of this service, as requested by the customer, is: \$5,929.73

Cost Estimates

All cost estimates stated in this agreement are time sensitive and based on the execution date of this agreement. If construction has not commenced within 180 days of the execution date of this agreement and/or a wire inspection has not been completed within 360 days of the execution date of this agreement, National Grid reserves the right to require a new agreement that reflects the policies and costs in effect at that time.

Specifics:

Rate: D
 Delivery: 120/240
 Maximum Intake: 10 kVA
 Special Conditions: _____

Agreed:
National Grid

I agree to the terms set forth in the Agreement

Name: Brian Schuster

Name: Douglas Graham

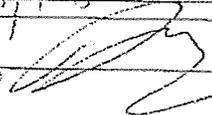
Title: Regional Executive

Title: _____

Date: _____

Date: 2/18/12

National Grid Representative Signature

Customer Signature 

March 2, 2012

To: National Grid Syracuse Billing Office

CC: Annette Thompson of National Grid

Re: Invoice 00041-002954; Customer 100167461; Reference 0012041356

I am including this note with my check in order to note a few things:

- I am paying you for this service change to underground based upon your statement to me that I am not allowed to use any other contractor for any aspect of this work. If I could use another company I would, as your prices are frankly absurd.
- I am disappointed that you attempted to bill me for a brand new transformer, rather than simply moving my existing transformer. Thank you for belatedly correcting that after I pointed it out.
- I do not think it is fair or proper for you to refuse to provide billing details to me. If you would provide the most basic of information (like any contractor would) such as estimated hours, rate per hour, and a breakdown of materials, perhaps I would better understand the absurdly high cost. The fact that you refuse to do so, and the fact that I already "caught" you trying to charge me for a needless new \$600 transformer, does not inspire confidence in the fairness of your quote.
- Furthermore, I vehemently disagree with Ms. Thompson's claim that this service is being provided to me "at cost". There is absolutely no way this is true. I suspect you have a massive profit margin built into this service change, through a combination of an inflated estimate of hours, too high of a price per hour, and potentially more needless materials beyond the transformer (I still am not clear on what materials you are providing, since it seems I am buying every material required separately).

Bottom line: I am very unhappy about the cost of this service, and I find it hard to believe that as a regulated monopoly service provider you have no obligation to provide more details on your quote.

Sincerely,



Douglas Graham

Joanne M. Vaclavik

From: Quint, Janet <Janet.Quint@puc.nh.gov>
Sent: Friday, October 26, 2012 8:04 AM
To: Joanne M. Vaclavik
Subject: RE: Douglas Graham

Thanks, I told him a check.

From: Joanne M. Vaclavik [mailto:Joanne.Vaclavik@libertyutilities.com]
Sent: Thursday, October 25, 2012 5:12 PM
To: Quint, Janet
Subject: FW: Douglas Graham
Importance: High

Hi, Jan ~ does Mr. Graham want his \$240 refunded via check or does he want it applied to his electric account? Either way is fine, just let me know and I'll start working on it Monday.

Thanks,
 Joanne

From: Quint, Janet [mailto:Janet.Quint@puc.nh.gov]
Sent: Tuesday, October 23, 2012 2:12 PM
To: Joanne M. Vaclavik
Subject: FW: Douglas Graham

Hi Joanne,

I just realized I was supposed to let you know Mr. Graham does want the refund and the address you have is correct!

TY, Jan

From: Noonan, Amanda
Sent: Friday, September 28, 2012 3:02 PM
To: Quint, Janet
Subject: RE: Douglas Graham

Unfortunately, Liberty cannot get that information from Grid. It's just not how the Grid system works. Not a great answer. At this point I think you can tell Mr. Graham that there was a \$274 difference between the estimated cost, which was what he paid, and the actual cost of the project and assure him that Liberty will refund the difference. You could also probably push the acquisition by Liberty and how with a more local company/work management system they will be able to provide more details once they transition that function over. Liberty is also happy to have some speak with him directly and explain as best they can how the Grid estimating system works.

Once you talk to him, if you would please let Joanne and/or Nicole Harris know and confirm the customer's address. Then Liberty will issue the check. It will probably be 4-6 weeks before he receives it.

Thanks.

Amanda

Amanda O. Noonan
 Director, Consumer Affairs
 New Hampshire Public Utilities Commission
 21 South Fruit Street, Suite 10
 Concord NH 03301
 603.271.1164 voice/603-271.3878 fax
amanda.noonan@puc.nh.gov

From: Quint, Janet
Sent: Tuesday, September 25, 2012 11:05 AM
To: Noonan, Amanda
Subject: RE: Douglas Graham

Hi,

Could they give us the total hours applied to the job? This should include rep, engineering and all?

Thanks, Jan

From: Noonan, Amanda
Sent: Tuesday, September 25, 2012 10:52 AM
To: Quint, Janet
Subject: FW: Douglas Graham

An update on Mr. Graham. I have not yet spoken with Nicole Harris. Do you have any questions or need additional information/clarification?

Amanda

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 Director, Consumer Affairs
 New Hampshire Public Utilities Commission
 21 South Fruit Street, Suite 10
 Concord NH 03301
 603.271.1164 voice/603-271.3878 fax
amanda.noonan@puc.nh.gov

From: Nicole Harris [<mailto:Nicole.Harris@libertyutilities.com>]
Sent: Thursday, September 20, 2012 12:51 PM
To: Noonan, Amanda
Cc: William T. Sherry
Subject: Douglas Graham

Hi Amanda,

I left you a voice mail this morning, however I will be out of the office returning on Tuesday the 25th. I want to provide you with additional information on Douglas Graham and his dispute pertaining the miscellaneous construction work performed on his property. I reached out to National Grid following our conversation last week and unfortunately they are not able to provide the wage and hours. The labor rate is an amalgamation of union and contractor wages which is competitively sensitive information. These wages are uploaded into NGRID's job cost estimating system whereby all estimates are handled similarly. There is symmetrical treatment of all customers requiring this type of customer requested work.

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amanda.noonan@puc.nh.gov

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primary cable between pole 5 & 4
secondary cable between pole 5 & 4
thru construction

Install Costs - material and labor:

underground service connections
duct
anchor
guy wire
transformer (labor only)
down ground
cutout bracket
primary cable deadend
secondary cable deadend

Operations & Maintenance Costs:

transportation
transfer labor

CONFIDENTIALITY NOTICE

The information contained in this e-mail and all attachments may contain privileged or confidential information. If you are not the intended recipient or received this communication by error, please notify the sender and delete the message and all attachments from your system without copying or disclosing it.



FILE

December 10, 2012

Mr. Douglas Graham
11 Lakeview Drive
West Lebanon, NH 03784

RE: Liberty Utilities Electric Account # 89455-50021 ~ REFUND CHECK

Dear Mr. Graham:

In response to your complaint filed with the New Hampshire Public Utilities Commission earlier this year, enclosed please find a refund check # 2619 in the amount of \$277.00.

This refund amount was negotiated between Liberty Utilities and the New Hampshire Public Utilities Commission. It represents the difference for the estimated vs. the total actual cost of contracted work performed at the above referenced premise.

Liberty Utilities will now consider your complaint with the New Hampshire Public Utilities Commission officially closed at this time.

Regards,

A handwritten signature in cursive script, appearing to read "Joanne M. Vaclavik".

Joanne M Vaclavik | Liberty Utilities | Customer Service Analyst
P: 603-328 2774 | C: 603-327-9114 | F: 603-896-6175
E: joanne.vaclavik@libertyutilities.com
11 Northeastern Boulevard, Salem, NH 03079

Enclosure: Refund Check

cc: Amanda O. Noonan
Director, Consumer Affairs
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301

/jmv

LIBERTY ENERGY UTILITIES (NEW HAMPSHIRE) CC

Check Number: 002619

To: DOUGLAS GRAHAM 88102894555002:

Date: 11/30/2012

| Invoice Number | Date | Description | Amount | Discount | Paid Amount |
|----------------|------------|-----------------|------------|----------|-------------|
| 1121201200001 | 11/30/2012 | Customer Refund | US\$277.00 | US\$0.00 | US\$277.00 |

TOTALS: US\$277.00 US\$0.00 US\$277.00

THIS DOCUMENT CONTAINS UNCLASSIFIED INFORMATION. IT IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE. (U)



LIBERTY ENERGY UTILITIES (NEW HAMPSHIRE) CORP.

11 Northeastern Blvd
Salem, NH 03079

(000) 000-0000

JP Morgan Chase, N.A
Chicago, IL
2-1/710,

002619

DATE 20121130
YYYYMMDD

PAY
TO
THE
ORDER
OF

Two Hundred Seventy Seven Dollars And 00 Cents

US\$277.00

U.S Funds

DOUGLAS GRAHAM
11 LAKEVIEW DR
WEST LEBANON, NH 03784

PER *Sandra Noe*

PER _____

⑈002619⑈ ⑆071000013⑆ 42773002⑈

LIBERTY ENERGY UTILITIES (NEW HAMPSHIRE) CC

Check Number: 002619

To: DOUGLAS GRAHAM 88102894555002:

Date: 11/30/2012

| Invoice Number | Date | Description | Amount | Discount | Paid Amount |
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TOTALS: US\$277.00 US\$0.00 US\$277.00

Joanne M. Vaclavik

From: Doug Graham <dgraham3@gmail.com>
Sent: Saturday, December 15, 2012 9:25 AM
To: Joanne M. Vaclavik
Cc: janet.quint@puc.nh.gov
Subject: Liberty Refund Check #2619

Joanne,

I received your refund check and a rather strange note from you with it. The note states "This refund was negotiated between Liberty Utilities and the NHPUC...Liberty Utilities will now consider your complaint...officially closed."

In a word, "What?????"

Wouldn't the customer have a small say in this? I most definitely do not consider it closed, and in fact recently mailed in an official complaint to the attention of Director Howland at the PUC. If she does not allow a hearing, and determines the issue is outside her purview, I will pursue this in court. You guys owe me at least \$4,000, one way or the other I will get this money, and I am not settling for \$277.00!!!!

Jan Quint at the PUC Consumer Affairs office had called me about your refund offer, and I specifically said I would not settle for \$277 and would not accept the check if it meant I could not pursue the issue further for a full refund. Jan told me clearly that Liberty had not attached any conditions to the refund offer. Jan, please confirm this to Joanne.

Joanne or Jan, also please forward this email to the person Joanne copied on her letter, Amanda Noonan.

Please confirm receipt.

Sincerely,
Doug Graham