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STATE OF NEW HAMPSHIRE



PUBLIC UTILITIES COMMISSION
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June 8, 2015

Robert Fisher
58 Adams Street
Laconia, NH 03246-3732
fredrickville@gmail.com

Re: Complaint of Robert Fisher against Eversource

Dear Mr. Fisher:

On May 6, 2015, the Commission received your complaint against Eversource Energy (Eversource) regarding a deposit for continuation of your electric service. Your complaint alleges that Eversource violated the Commission's rules regarding deposits by not recognizing your brother Sam Fisher as a "customer in good standing of the utility" and not accepting Sam Fisher's personal guarantee as a surety of your account in lieu of a monetary deposit. Your complaint also alleges that Eversource may not demand that a personal guarantee be notarized. Finally, you requested that the requirement of a deposit and any pending disconnections of service be postponed until this matter is resolved.

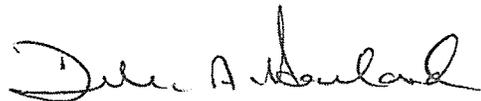
The Commission treated the matter as a complaint pursuant to RSA 365:1 and :2 and required Eversource to respond on or before May 22, 2015. In its response, Eversource explained its policy for determining whether one of its customers is in good standing for purposes of deposit requests and payment guarantees. Eversource considers a customer to be in good standing for these purposes if the customer has made twelve months of payments without arrearages. Because Sam Fisher had been a customer for only two months at the time of your request, he did not meet this standard despite having made timely payments during that period and being current on his bill. For this reason, Eversource did not accept his personal guarantee in lieu of a monetary deposit.

On May 27, 2015, you informed the Consumer Affairs Division that you were not satisfied with Eversource's response.

In accordance with Puc 204.04(b), the Commission has determined that there is no basis for your dispute with Eversource. The Commission's rules do not define the term "customer of good standing of the utility." Instead, the Commission applies the common understanding of that term to determine whether a utility's practices are reasonable. The Commission found that it is reasonable for Eversource to define "customer in good standing" as a customer with a history of twelve timely payments without arrearages before accepting that customer's personal guarantee as surety for another customer's account. The Commission also found it reasonable for Eversource to require financial documents such as a personal guarantee to be notarized.

Because the Commission determined that there is no basis for your dispute, the Commission declined to conduct an independent investigation or to commence an adjudicative proceeding. The Commission considers your complaint to be resolved.

Sincerely,

A handwritten signature in black ink, appearing to read "Debra A. Howland". The signature is fluid and cursive, with a large initial "D" and a long, sweeping underline.

Debra A. Howland
Executive Director

cc: Eversource