Concord Steam

Steam and Power Generation

August 5, 2016

EXHIBIT
Exh #3
DG 16-769
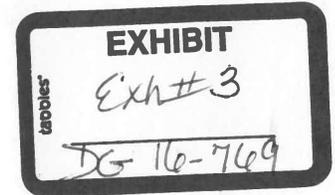
To All Customers of Concord Steam:

On July 21, 2016 we sent you a letter informing you that Concord Steam had petitioned the New Hampshire Public Utilities Commission ("the Commission") for a rate increase and for permission to discontinue steam service in May of 2017. The purpose of this letter is to provide you with more information about the Commission's proceeding to consider Concord Steam's petition, the Company's plan to discontinue service, and its plans to coordinate with Liberty Utilities to allow for the orderly transition of steam customers to natural gas service provided by Liberty.

Concord Steam and Liberty will hold a public forum, where representatives of both companies will be available to answer questions that customers may have for either company concerning Concord Steam's plan to discontinue steam service and to transition customers who desire natural gas service to Liberty. Details about this forum will be posted on the Company's website and provided through another notice.

The Commission has opened docket number DG 16-769 to consider Concord Steam's petition for a rate increase and to discontinue service. The petition and subsequent docket filings may be found on the Commission's website at: http://www.puc.nh.gov/Regulatory/Docketbk/2016/16-769.html.

Customers can participate in the Commission's proceeding to the extent of their interest, and may provide written or oral comments to the Commission. To receive copies of Commission orders and letters, a customer should contact the Commission and ask to be included on an "Interested Persons" list, and to receive copies of all filings in the proceeding and participate as a party, a customer can petition the Commission to intervene. Any questions about the process can be directed to the NH Public Utilities Commission at (603) 271-2431.

Sincerely,

Peter Bloomfield, President

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