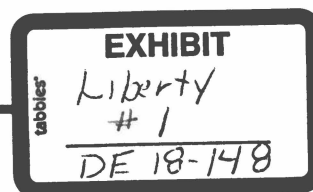


**Michael Sheehan**



**From:** Allison O'Neil  
**Sent:** Wednesday, October 18, 2017 8:31 AM  
**To:** SM NH PUC Inquiry; SM NH NH Coll Med Petition  
**Subject:** FW: Judith Thompson BBB

**Categories:** ALLISON

fyi

Allison O'Neil | Liberty Utilities (New Hampshire) | Supervisor, Collections  
P: 603-216-3557 | C: 603-765-1800 | E: [Allison.O'Neil@libertyutilities.com](mailto:Allison.O'Neil@libertyutilities.com)

**From:** Allison O'Neil  
**Sent:** Tuesday, October 17, 2017 4:51 PM  
**To:** Allison O'Neil  
**Cc:** Jennifer Hemeon  
**Subject:** Judith Thompson BBB

**CASE ID: 16062451**

**On October 17, 2017, you provided the following information:**

Hello:

We have several items to discuss with this particular case.

1. State and Federal law does not allow a CAP Agency (Fuel Assistance) to pay past due bills or bills outside of the "winter season". Fuel Assistance season is 11/1/XX through 4/30/XX or until the approved benefit is exhausted which ever comes first.

2. NH State Regulations surrounding medical emergency rules are clear and as follows:

The PUC 1205.01 & 1205.02 Medical Emergency Rules--Provision of a medical emergency certification, in conjunction with a payment and or/ payment arrangement for any past due balances in accordance with PUC 1203.7, shall be sufficient to protect a customer's account from disconnection of service so long as the customer complies with the terms of the payment and/or arrangement.

3. The customer in question has never entered into a payment arrangement or has ever made a payment. The utility requested \$65 a month on a \$5,000+ balance. This amount was derived by taking a 12 month average of monthly bills, + \$25.

4. The customer has spoken and/or via written correspondence with the utility and PUC Staff numerous times explaining the rules and trying to come to a resolution. Please note the customer also receives a EAP (Electric Assistance Program) discount of 18%.

5. The customer in question is an active account and the 3 year statute of limitations does not apply in this case.

6. We are a regulated company and obligated to follow NH PUC 1200 rules which we are. We also have a responsibility to our rate payers.

7. The Public Utilities Commission has granted approval to disconnect.

In closing, it is unfortunate that the customer chose not to pay the requested \$65 a month on such a high balance or respond with documentation that she needed to pay less. The customer chose not to pay anything.

We have exhausted every avenue to come to a resolution for this customer.

Allison O'Neil | [Liberty Utilities \(New Hampshire\)](#) | Supervisor, Collections  
P: 603-216-3557 | C: 603-765-1800 | E: [Allison.O'Neil@libertyutilities.com](mailto:Allison.O'Neil@libertyutilities.com)  
15 Buttrick Road , Londonderry, NH 03053