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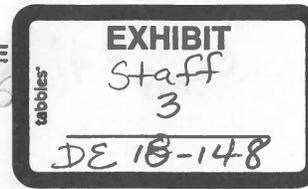
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STATE OF NEW HAMPSHIRE



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June 19, 2018

Allison O'Neil  
Liberty Utilities  
15 Buttrick Rd.  
Londonderry, NH 03053

**Re: Second Request to Disconnect Electric Service to Judith Tompson  
9 Lancelot Ct., Apt. 8, Salem, NH 03079**

Dear Ms. O'Neil:

On May 2, 2018, the Commission received a request from Liberty Utilities (Liberty) for permission to disconnect electric service to Judith Tompson at 9 Lancelot Court, Apartment 8, in Salem. Liberty has a medical emergency certification for Ms. Tompson, which expired on June 13, 2018. As described in N.H. Code of Administrative Rules, Chapter Puc 1200, Part Puc 1205, Puc 1205.02, a medical emergency certification, in conjunction with a payment arrangement for any past due balances, shall protect a customer's account from disconnection of service so long as the customer complies with the terms of the payment arrangement. As described below, Ms. Tompson has not complied with the requirements of Puc 1205.02. Consequently, the Commission approves Liberty's request for permission to disconnect her electric service, and Liberty may proceed with its standard collection practices as governed by Puc 1203.11 and Puc 1204.

The pending disconnection request is the second made by Liberty in regard to Ms. Tompson's account. When the request was filed in May, Ms. Tompson's balance was \$5,290. Notwithstanding the Commission's involvement, and Liberty's and the Commission's outreach to Ms. Tompson since the disconnection request was filed, Ms. Tompson has not set up and abided by a payment arrangement, and she has not made a good faith effort at payment of her balance. As summarized below, the outreach included telephone calls and letters focused on assisting Ms. Tompson with making, and abiding by the terms of, a payment arrangement.

- On May 9, 2018, Liberty informed the Commission that Ms. Tompson had not contacted the company in response to the request for authorization to disconnect. That same day, the Commission called Ms. Tompson but was unable to reach her or to leave her a message.
- On May 10, 2018, and on May 11, 2018, the Commission called Ms. Tompson again, but the Commission did not reach her and could not leave a message for her.
- On May 16, 2018, Liberty reported to the Commission that Ms. Tompson had not contacted the company. According to Liberty, on May 15, 2018, the company received \$23 from Fuel

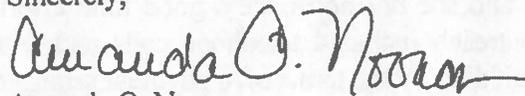
Assistance on Ms. Tompson's behalf. Consequently, the Commission sent Ms. Tompson a letter on May 16<sup>th</sup>, advising her that Liberty's disconnection request had been referred to the Director of the Consumer Services and External Affairs Division for review. The Commission's letter directed Ms. Tompson to contact Liberty or the Commission to set up a payment arrangement to avoid the disconnection of her electric service.

- On June 13, 2018, Liberty notified the Commission that Ms. Tompson had not contacted the company or made any payments. That same day, Ms. Tompson's medical emergency certification expired.
- On June 18, 2018, Liberty informed the Commission that the company had not received a new medical emergency certification from Ms. Tompson, but the company sent her a reminder letter on June 15, 2018.

At this time, Ms. Tompson does not have a payment arrangement, and during the time of the Commission's involvement, she did not set up a payment arrangement or otherwise respond to outreach. The failure to set up a payment arrangement as well as her unresponsiveness suggests a lack of good faith effort by Ms. Tompson to pay her balance. Her failure to make reasonable and consistent payments to Liberty every month suggests that as well. Although Ms. Tompson's account is coded as financial hardship, some amount of payment consistent with her financial ability must be made on a regular basis. Other than \$163.93 paid by Fuel Assistance in 2017 and \$117.66 paid to date in 2018 by Fuel Assistance, Liberty has not received any payments from Ms. Tompson. While assistance from the Fuel Assistance Program is a valuable resource in assisting customers with fuel bills, such assistance is not a substitute for a payment arrangement and regular monthly payments. Notwithstanding Ms. Tompson's failure to set up and abide by a payment arrangement or her failure to make consistent and reasonable monthly payments, Liberty has continued to provide her with electric service without interruption.

Ms. Tompson is not eligible for protection from disconnection under Puc 1205.02 due to the expiration of the medical certification associated with her account. Should Ms. Tompson renew her medical certification, her account would still not be eligible for protection from disconnection under Puc 1205.02 as she has failed to establish and comply with a payment arrangement or making a good faith effort to pay her balance. Accordingly, Liberty may proceed with its standard collection practices as governed by Puc 1203.11 and Puc 1204.

Sincerely,



Amanda O. Noonan

Director, Consumer Services and External Affairs

cc: Judith Tompson  
9 Lancelot Ct., Apt. 8  
Salem, NH 03079