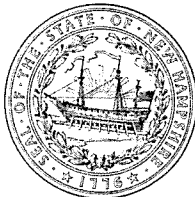


## THE STATE OF NEW HAMPSHIRE

CHAIRMAN  
Amy L. Ignatius

COMMISSIONERS  
Robert R. Scott  
Martin P. Honigberg

EXECUTIVE DIRECTOR  
Debra A. Howland



**PUBLIC UTILITIES COMMISSION**  
21 S. Fruit Street, Suite 10  
Concord, N.H. 03301-2429

TDD Access: Relay NH  
1-800-735-2964

Tel. (603) 271-2431

FAX (603) 271-3878

Website:  
[www.puc.nh.gov](http://www.puc.nh.gov)

June 13, 2014

Richard Leehr  
Liberty Utilities  
15 Buttrick Road  
Londonderry, NH 03053

Re: DG 11-040, Liberty Utilities (EnergyNorth Natural Gas) Corp. and Liberty Utilities  
(Granite State Electric) Corp., d/b/a Liberty Utilities  
Electric Customer Account Conversion Schedule

Dear Mr. Leehr:

The Commission has learned through Commission Staff that there has been a recent change in Liberty Utilities' Customer Care management team. The Commission requests assurances in writing from Liberty Utilities that this unexpected change will not affect the planned cutover of the electric service customers to Liberty's customer service and billing systems, which transition is currently planned to occur over the upcoming July 4<sup>th</sup> holiday weekend.

Please file a letter with the Commission by close of business on Monday, June 16<sup>th</sup> confirming Liberty's ability to execute the planned transition to the new customer systems, notwithstanding this recent change in the Customer Care management team.

Sincerely,

A handwritten signature in dark ink, appearing to read "Debra Howland", written over a faint circular stamp.

Debra Howland  
Executive Director

cc: Service List

## SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED

**Pursuant to N.H. Admin Rule Puc 203.11 (a) (1): Serve an electronic copy on each person identified on the service list.**

Executive.Director@puc.nh.gov  
alex@krakowsouris.com  
amanda.noonan@puc.nh.gov  
celia.obrien@us.ngrid.com  
Christina.Martin@oca.nh.gov  
david.wiesner@puc.nh.gov  
diane.bateman@puc.nh.gov  
dnute@jordaninstitute.org  
grant.siwinski@puc.nh.gov  
gregm@ggga.net  
jgred-simpson@ibewlocal326.org  
lynn.fabrizio@puc.nh.gov  
mark.naylor@puc.nh.gov  
Mark.Savoie@Libertyutilities.com  
mlicata@nhbia.org  
patrick.taylor@mclane.com  
richard.leehr@libertyutilities.com  
robert.wyatt@puc.nh.gov  
Rorie.E.P.Hollenberg@oca.nh.gov  
sarah.knowlton@libertyutilities.com  
scott.j.rubin@gmail.com  
shannon.coleman@libertyutilities.com  
sjs@sjsullivanlaw.com  
Stephen.R.Eckberg@oca.nh.gov

steve.frink@puc.nh.gov  
steve.mullen@puc.nh.gov  
steven.camerino@mclane.com  
susan.chamberlin@oca.nh.gov  
suzanne.amidon@puc.nh.gov  
tom.frantz@puc.nh.gov

Docket #: 11-040-1 Printed: June 13, 2014

### **FILING INSTRUCTIONS:**

- a) Pursuant to N.H. Admin Rule Puc 203.02 (a), with the exception of Discovery, file 7 copies, as well as an electronic copy, of all documents including cover letter with:  
DEBRA A HOWLAND  
EXEC DIRECTOR  
NHPUC  
21 S. FRUIT ST, SUITE 10  
CONCORD NH 03301-2429
- b) Serve an electronic copy with each person identified on the Commission's service list and with the Office of Consumer Advocate.
- c) Serve a written copy on each person on the service list not able to receive electronic mail.