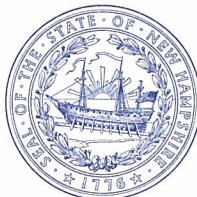


THE STATE OF NEW HAMPSHIRE

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October 5, 2011

Debra A. Howland  
Executive Director  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03303



Re: DG 11-196 Unitil/Northern Utilities Show Cause Proceeding  
Report on Technical Session

Dear Ms. Howland:

A technical session was held on Tuesday, October 4, 2011, following a pre-hearing conference in the above-captioned docket. Pursuant to Commission Order No. 25,266, issued on September 8, 2011, the objective of the technical session was to establish procedures and a schedule for a show-cause proceeding regarding why Northern and its Officers should not be subject to civil penalties under RSA 365:41 and RSA 365:42 for non-compliance with Commission Order No. 24,906.

Participants included representatives of Unitil, United Steel Workers of America—Local 12012, the OCA, and Staff. The following proposed procedural schedule was agreed to by all participants:

***Proposed Procedural Schedule***

Stipulation of Facts	October 14
Follow-Up Technical Session	October 20

Staff agreed to share information with the parties by October 10 regarding the criteria and format Energy North uses to report emergency response times. At the technical session and in subsequent communications, Unitil agreed to provide parties by the same date with the following information:

- (1) a flow chart illustrating its process for receiving and dispatching emergency calls (for all periods reported, *i.e.*, Normal Business hours, After Business hours and Weekends and Holidays);

- (2) clarification of the operating hours for field crew shifts, dispatch and call center operations, and the holiday, weekend and "after business hours" designations;
- (3) initial time and date data for each emergency call received by the call center or dispatch in 2010 and 2011; and
- (4) clarification of the three geographic zones on which Unitil bases its emergency response procedures and responsibilities, including a definition of those zones, clarification of emergency responder responsibilities & assignments, and the job titles of the responders and their home locations.

Participants did not reach consensus on the appropriate procedural step(s) to follow the second technical session, but propose to submit a status report to the Commission after that session.

Thank you for your consideration of this matter. Please do not hesitate to contact me at 603.271.6030 if you should have any questions.

Sincerely,

A handwritten signature in black ink, reading "Lynn Fabrizio". The signature is written in a cursive, flowing style.

Lynn Fabrizio  
Staff Attorney

cc: Service List