

**From:** York, John [<mailto:John.York@dos.nh.gov>]  
**Sent:** Wednesday, July 29, 2015 9:53 AM  
**To:** PUC  
**Subject:** Liberty Utilities On going Billing issues Docket DG 11-040

Greetings:

I just want to give notice that Liberty Utilities is still having billing issues and that I must not be included in the 99.9% accuracy that they reported in the last performance update.

I received a disconnect notice dated 7/21/2015 with the outstanding balance recorded. I have no issues with settling the bill but I do have issues with not being billed for almost two years and then get a demand payment.

Service was requested around December of 2013 I recall and for months after, my wife did follow up calls to Liberty Utilities Customer Service asking for the invoice. She was repeatedly told that about computer system issues and that a bill would be coming. After a few months of chasing the bill, we gave up and now the disconnect notice.

I am aware of the billing problems and complaints and am aware that the PUC is following it closely so just sharing my consumer experience and voicing my concerns.

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