

## **Exhibit A – Representative Zaricki’s Statement of Account with Liberty Utilities**

### **DE 15-251 - Complaint of Robert Fisher Against Eversource Energy**

**On July 24<sup>th</sup>, 2015**, Representative Nick Zaricki Contacted Liberty Utilities at their customer support line to determine what their definition of a “customer in good standing” is. Below is a Representative Zaricki’s Transcript of the conversation:

**Liberty Utilities Contact: 800-375-7413**

**Liberty Utilities Customer Service Representative:** Thank you for calling Liberty Utilities, this is Danielle.

**Representative Zaricki:** Hi Danielle, My name Rep. Nick Zaricki. I’m doing some research for a hearing and was wondering if you can help me out with what Liberty considers a ‘customer in good standing’?

**Liberty Utilities Customer Service Representative:** Sure, let me just check—

**Liberty Utilities Customer Service Representative:** Ok it looks like we consider a customer in good standing as long as they haven’t missed or been late on more than three payments.

**Representative Zaricki:** Ok, so just staying current on payments qualifies a customer as ‘in good standing’?

**Liberty Utilities Customer Service Representative:** Yes.

**Representative Zaricki:** There’s no length of service requirement of say six months or a year?

**Liberty Utilities Customer Service Representative:** No.

**Representative Zaricki:** Ok. Easy enough. Thank you for your help.

## **Exhibit B – Representative Zaricki’s Statement of Account with Unitil**

### **DE 15-251 - Complaint of Robert Fisher Against Eversource Energy**

**On July 24<sup>th</sup>, 2015, and July 29<sup>th</sup>, 2015**, Representative Nick Zaricki Contacted Unitil at their customer support line to determine what their definition of a “customer in good standing” is. Below is a Representative Zaricki’s Transcript of his two conversations:

#### **Conversation 1:**

Contact: 800-852-3339:

Unitil Customer Service Rep: Thank you for calling Unitil, this is Laurielle.

Representative Zaricki: Hi Laurielle, My name Rep. Nick Zaricki. I’m doing some research for a hearing and was wondering if you can help me out with what Unitil considers a ‘customer in good standing’?

Unitil Customer Service Rep: I’m not sure what you mean?

Representative Zaricki: For instance, if a customer required a letter of good standing from Unitil to get approval on a loan, what criteria would that customer need to meet for Unitil to be able to send him that letter stating he’s ‘in good standing’?

Unitil Customer Service Rep: Do you need a letter of good standing?

Representative Zaricki: No thanks. I’m just interested in the requirements and how Unitil defines ‘customer in good standing’.

Unitil Customer Service Rep: Hold on, let me check with the manager.

- Hold wait -

Unitil Customer Service Rep: I spoke with the manager and they said a customer in good standing would be if a customer is current on their payments and paid on time.

Representative Zaricki: Ok. Is there a length of service component to that? For instance, does a customer need to be with Unitil for a set time period before they’re in good standing.

Unitil Customer Service Rep: No.

Representative Zaricki: Ok. Thank you for your time.

#### **Conversation 2 (7/29/15):**

Contact: 800-852-3339:

Unitil Customer Service Rep: Thank you for calling Unitil, this is Stephanie.

Representative Zaricki: Hi Stephanie, My name Rep. Nick Zaricki. I'm doing some research for a hearing and was wondering if you can help me out with what Unitil considers a 'customer in good standing'?

Unitil Customer Service Rep: A customer in good standing would be a customer who is current on their payments and pays their bills on time.

Representative Zaricki: Ok. Is there a length of service component to that? For instance, does a customer need to be with Unitil for a set time period, like six months or a year before they're in good standing.

Unitil Customer Service Rep: No.

Representative Zaricki: Ok. Thank you for your time.

**Exhibit C – Representative Zaricki’s Statement of Account with NH  
Electric Co-Op**

DE 15-251 - Complaint of Robert Fisher Against Eversource Energy

**On July 29<sup>th</sup>, 2015**, Representative Nick Zaricki Contacted NH Electric Co-Op to determine what their definition of a “customer in good standing” is. Below is an email returned to Representative Zaricki:



Secure Mailbox

? HELP

VIEW MESSAGE

SUBJECT: Fwd: RE: Customer in Good Standing  
FROM: Nick.Zaricki@leg.state.nh.us  
TO: fredrickville@gmail.com  
SENT: Wed 29 Jul 2015 16:53:20 EDT  
EXPIRES: Sun 27 Sep 2015 16:53:20 EDT

Reply Reply to All

>  
>  
> "Member Solutions" <Solutions@nhec.com> wrote:  
> Good Morning Representative Zaricki,  
>  
>  
>  
> The term "customer in good standing" is not used in the Terms & Conditions, Tariffs or Rules  
which are applicable to NHEC's members. So, NHEC does not have any definition for that term. If  
it is helpful to your research, I can tell you that NHEC's bylaws require that members have at least  
12 consecutive months without an arrearage to qualify for election to NHEC's Board of Directors.  
>  
>  
>  
> NHEC's Terms and Conditions also provide that member deposits are credited to current  
member electric bills when there has been 24 consecutive months without an arrearage. These  
provisions seem somewhat analogous to a "member in good standing" type standard.  
>  
>  
>  
> Regards,  
>  
>  
>  
> Mary  
>  
> Member Solutions  
> New Hampshire Electric Cooperative  
> Call: 800-698-2007  
> Fax: 603-536-8687  
>  
> \_\_\_\_\_  
> From: Zaricki, Nick [Nick.Zaricki@leg.state.nh.us]  
> Sent: Friday, July 24, 2015 12:54 PM

> To: Member Solutions  
> Subject: Customer in Good Standing  
>  
> Hello,  
>  
> I'm researching some legislation for the upcoming session year and I was wondering what how  
the co-op defines a customer in good standing? Any help would be great appreciated.  
>  
> Sincerely,  
> Rep. Nick Zaricki  
> Goffstown-R

## **Exhibit D – Robert Fisher’s Statement of Account with Liberty Utilities**

### **DE 15-251 - Complaint of Robert Fisher Against Eversource Energy**

**On July 29<sup>th</sup>, 2015**, Robert Fisher Contacted Liberty Utilities to determine what their definition of a “customer in good standing” is. Below is an email returned to Robert Fisher August 4<sup>th</sup>, 2015:



Robbie Fisher <fredrickville@gmail.com>

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## Customer in Good Standing

1 message

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Michael Licata <Michael.Licata@libertyutilities.com>  
To: "fredrickville@gmail.com" <fredrickville@gmail.com>

Tue, Aug 4, 2015 at 10:34 AM

Rep. Fisher,

Thank you for contacting me regarding how Liberty Utilities defines a "customer in good standing." I have spoken with our billing and regulatory departments and we have actually never had a situation involving request for a written guarantee from a customer in good standing on behalf of another customer, who was required to pay the company a deposit.

I would note that should such a request be made of Liberty Utilities we would define a "customer in good standing" as one without late payments or disconnections for a period of 12 months.

Thank you again for your inquiry. Please let me know if you have any additional questions.

Michael

**Michael Licata | Liberty Utilities**

Director, Government and Community Relations - NH

P: [603-216-3520](tel:603-216-3520) | C: [603-327-9368](tel:603-327-9368)

E: [michael.licata@libertyutilities.com](mailto:michael.licata@libertyutilities.com)

15 Buttrick Road, Londonderry, NH 03053

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## **Exhibit E – NH Secretary Of State’s Definition of Good Standing**

### **DE 15-251 - Complaint of Robert Fisher Against Eversource Energy**

**On NH Secretary of State’s Website, the following definitions can be found:**

Good Standing – Entity that has filed all reports and fees.

Not in Good Standing – Entity that owes reports and/or fees and/or agent has resigned.

Source: [https://www.sos.nh.gov/corporate/status\\_definitions.html](https://www.sos.nh.gov/corporate/status_definitions.html)

## **Exhibit F – NH Bar Association’s Definition of Good Standing**

### **DE 15-251 - Complaint of Robert Fisher Against Eversource Energy**

**On NH Bar Association’s Website, the following definition can be found:**

We suggest that you consider an Inactive, or Inactive Retired membership status rather than resignation. If you decide that resignation is the choice you want to make, please read [Article II](#), Section 8. You must be in good standing (all dues & fees paid; CLE invoices paid; MCLE credits up to date; and nothing pending at the Attorney Discipline Office) to be eligible.

Source: <https://www.nhbar.org/for-members/change-membership-status.asp>

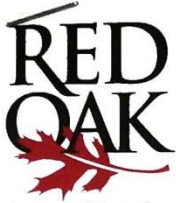
## **Exhibit G – Letter of Good Standing for Sam Fisher**

### **DE 15-251 - Complaint of Robert Fisher Against Eversource Energy**

On 7/29/2015, Sam Fisher requested a letter of Good Standing from his landlord at his Manchester, NH Apartment location located at:

261 Pine St. Apt 42  
Manchester, NH 03103

This is the same service address Sam Fisher currently has electric service from Eversource Energy. Below is the letter:



Apartment Homes, Inc.

**Corporate Office:**  
289 Pine Street  
Manchester, NH 03103-5529  
Tel: (603) 668-8282  
Fax: (603) 647-6133

**Sunset Ridge Leasing Office:**  
80 Eastern Avenue  
Manchester, NH 03104  
Tel: (603) 624-6666  
Fax: (603) 623-0299

**Milford Leasing Office:**  
90 Powers Street  
Milford, NH 03055  
Tel: (603) 673-1155  
Fax: (603) 673-7848

**Redstone Leasing Office:**  
10 Sentinel Court  
Manchester, NH 03103  
Tel: (603) 782-0100  
Fax: (603) 518-5857

7/29/2015

To whom it may concern:

Samuel Fisher is currently a tenant at 261 Pine St # 42

He has lived here from 2/18/2015 to present and

He has never paid late and his account is in Good Standing

please see attached ledger. Any questions or concerns

please feel free to contact us.

Thank you,  
Lauren Gashelp - Property Manager