

CHAIRWOMAN  
Dianne Martin

COMMISSIONERS  
Kathryn M. Bailey  
Michael S. Giaino

EXECUTIVE DIRECTOR  
Debra A. Howland

STATE OF NEW HAMPSHIRE



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

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

Tel. (603) 271-2431

FAX No. 271-3878

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

April 13, 2020

By Email to: [AdminRules@leg.state.nh.us](mailto:AdminRules@leg.state.nh.us)

By Inter-Office Mail to:  
David J. Alukonis, Director  
c/o Administrative Rules Division  
Office of Legislative Services  
State House Annex, Room 219  
25 Capitol Street  
Concord, NH 03301

Re: Notice No. 2019-158/Adoption of Final Rules  
Puc 1200 – Uniform Administration of Utility Customer Relations  
N.H. Public Utilities Commission Docket No. DRM 19-156

Dear Director Alukonis:

Please be advised that the Public Utilities Commission (Commission) met on April 9, 2020, in a public meeting (by remote access) and voted to readopt with amendment the Puc 1200 rules (captioned above). It is the intention of the Commission that the enclosed rules become effective at 12:01 a.m. on June 9, 2020.

We have made all of the editorial changes noted by Office of Legislative Services Staff, including moving approved text to a new subsection, and other formatting preferred by your office.

The Joint Legislative Committee on Administrative Rules conditionally approved these rules on February 21, 2020. The Commission subsequently filed a Conditional Approval Request. On March 17, 2020, the Commission received written confirmation from the Administrative Rules Division that the Conditional Approval Response was in accordance with the Committee's conditional approval.

Pursuant to RSA 541-A:14, III and the New Hampshire Drafting and Procedural Manual for Administrative Rules, Chapter 3, Section 2.2, the Commission hereby files with the Director of the Office of Legislative Services, in care of the Division of Administrative Rules, the enclosed adopted Puc 1200 rules.

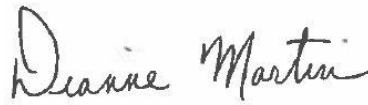
Pursuant to the Office of Legislative Services Electronic Filing Authorization (March 17, 2020), a copy of the adopted rules (in Word) is being filed electronically concurrently with an e-filing of

the adoption letter (in PDF). The rules include the appendix containing the cross reference table required by RSA 541-A:3-a, 11. The original, signed adoption letter will be sent concurrently by interoffice mail.

The Commission hereby certifies that the material enclosed is a true copy of the Puc 1200 Uniform Administration of Utility Customer Relations Rules adopted by the Commission on April 9, 2020.

Please let me know if you have any questions regarding this matter.

Respectfully,

A handwritten signature in black ink that reads "Dianne Martin". The signature is written in a cursive style with a large initial "D".

Dianne Martin  
Chairwoman

Enclosures