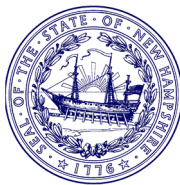


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PUBLIC UTILITIES COMMISSION

21 S. Fruit St., Suite 10
Concord, N.H. 03301-2429

April 19, 2021

Debra A. Howland
Executive Director
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, New Hampshire 03301

RE: Docket No. IR 20-089

Dear Ms. Howland:

On September 10, 2020, many parties to this investigation filed an agreement which provides additional protections to customers against disconnections of service for non-payment, against late payment fees, and which provides for longer payment plans concerning arrearages during the COVID-19 pandemic.¹ By secretarial letter dated October 5, 2020, the Commission found that the agreement fulfils the requirement of the Governor's Emergency Order #58, which was issued June 30, 2020 and which concerned protections for utility customers.

Significant protections afforded to financial hardship customers in the September 10 agreement expired on April 1 and many signatories have negotiated an amendment to that agreement to extend those protections until May 31, 2021.² I include this amendment with this letter for the Commission's review and approval, as needed.

¹ Signatories to the September 10 agreement were: Consumer Services and External Affairs Division of the New Hampshire Public Utilities Commission, Public Service of New Hampshire d/b/a Eversource Energy, Unitil Energy Systems, Inc., Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities, New Hampshire Electric Cooperative, Inc., Northern Utilities, Inc., Liberty Utilities (EnergyNorth Natural Gas) Corp., d/b/a Liberty Utilities, Abenaki Water Company, Inc., Aquarion Water Company of New Hampshire, Inc., Hampstead Area Water Company, Inc., Lakes Region Water Company, Inc., Mill Brook Village Water System, Pennichuck East Utility, Inc., Pennichuck Water Works, Inc., Pittsfield Aqueduct Company, Inc., West Swanzey Water Company, Inc., the Office of the Consumer Advocate, New Hampshire Legal Assistance, and LISTEN.

² At this time, the following docket participants have signed the amendment: Consumer Services and External Affairs Division of the New Hampshire Public Utilities Commission, Public Service of New Hampshire d/b/a Eversource Energy, Unitil Energy Systems, Inc., Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty, New Hampshire Electric Cooperative, Inc., Northern Utilities, Inc., Liberty Utilities (EnergyNorth Natural Gas) Corp., d/b/a Liberty, Aquarion Water Company of New Hampshire, Inc., Mill Brook Village Water System, Lakes Region Water Company, Inc., the Office of the Consumer Advocate, and New Hampshire Legal Assistance. The remaining signatories to the September 10 agreement have been asked to join the amendment. Staff of the Commission will advise the Commission of any additional signatories to the amendment.

IR 20-089

The signatories to the amendment intend to abide by the terms of this amendment effective with this submittal, unless directed otherwise by the Commission.

Thank you for your attention to this matter.

Sincerely,

/s/ Paul B. Dexter

Paul B. Dexter
Staff Attorney

cc: Service List