

STATE OF NEW HAMPSHIRE

COMMISSIONER
Jared S. Chicoine

DEPUTY COMMISSIONER
Christopher J. Ellms, Jr.



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

Tel. (603) 271-3670

Website:
www.energy.nh.gov

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

January 12, 2024

Daniel C. Goldner, Chairman
New Hampshire Public Utilities Commission
21 South Fruit Street
Concord, NH 03301

Re: DE 23-039, Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty, Request for Change in Distribution Rates; Department of Energy Corrections to Customer Contact Figures Cited in the Department's Motion to Dismiss Rate Filing

Dear Chairman Goldner:

On December 13, 2023, the Department of Energy filed a Motion to Dismiss Rate Filing (Motion) in the above-captioned proceeding. Paragraph 48 of that Motion cited the number of Liberty customers that contacted the Department's Consumer Services Division before and after Liberty converted its customer billing and accounting systems during 2022. Regrettably, the figures cited in the Motion were not correct and this letter serves to provide the correct figures for the Commission's use when considering the Motion. The corrections are minor and do not lead the Department to change its recommendations or conclusions, as set forth in the Motion.

Below is the relevant excerpt from Paragraph 48 of the Motion, with the correct figures inserted (in parentheses and in *italics*) after the incorrect figures:

For the 12 months prior to Liberty's conversion to SAP, the Department received 14 (20) contacts in these two categories. In the 12 months following SAP conversion, the Department received 121(*145*) Billing and Billing Adjustment contacts - a nearly nine-fold (*seven-fold*) increase! Further, Referrals (which occur when a customer contacts the Department because they cannot get through to their utility) also increased. Pre-SAP, the Department received 130

(128) referrals from Liberty customers. That figure nearly doubled (to 230) (to 237) in the year following conversion to SAP.

Consistent with the Commission's current practices, this letter is being filed only in electronic form.

Sincerely,

/s/ Paul. B. Dexter

Senior Hearings Examiner
Department of Energy

Cc: Service List

ClerksOffice@puc.nh.gov
aaron@rothschildfinancial.com
Adam.Yusuf@Libertyutilities.com
alexandra.k.ladwig@energy.nh.gov
Alyssa.Maston@libertyutilities.com
amanda.o.noonan@energy.nh.gov
Ann.Bulkley@brattle.com
anthony.strabone@libertyutilities.com
bill.zarakas@brattle.com
bobg.rivercg@gmail.com
brian.callnan@communitypowernh.gov
brimal@ceadvisors.com
Chris.Wall@brattle.com
chris@cleanenergy.nh.gov
clane@synapse-energy.com
Clifton.Below@CPCNH.org
ddane@ceadvisors.com
dghansen@CAEnergy.com
Dmitry.Balashov@libertyutilities.com
dmullinax@blueridgecs.com
donald.m.kreis@oca.nh.gov
dpmcleod@lrca.com
elizabeth.r.nixon@energy.nh.gov
Energy-Litigation@energy.nh.gov
Erica.Menard@libertyutilities.com
golding@communitychoicepartners.com
Greg.Tillman@libertyutilities.com
Gregory.Waller@libertyutilities.com
gtherrien@ceadvisors.com
Heather.Green@libertyutilities.com
heather.tebbetts@libertyutilities.com
heidi.w.lemay@energy.nh.gov
howard@energytactics.com
jacqueline.m.trottier@energy.nh.gov
James.King@libertyutilities.com
jay.e.dudley@energy.nh.gov
Jeffrey.Faber@libertyutilities.com
Jessica.A.Nylund@dartmouth.edu
Jill.Schwartz@libertyutilities.com
jjdevirgilio@gmail.com
johndefever@yahoo.com
jralston@keeganwerlin.com
jspanos@gfnet.com
jvanrossum@clf.org
karen.j.moran@energy.nh.gov
karen.sinville@libertyutilities.com
Kristin.Jardin@libertyutilities.com
Lauren.Preston@libertyutilities.com
Long.Lam@brattle.com
Marc.H.Vatter@oca.nh.gov
mark.p.toscano@energy.nh.gov
Mary.Purvis@libertyutilities.com
Matthew.C.Young@energy.nh.gov
maureen.karpf@libertyutilities.com
mbartos@ceadvisors.com
mhorne@hcc-law.com
Michael.J.Crouse@oca.nh.gov
michael.sheehan@libertyutilities.com
mtclark@CAEnergy.com
nacrowley@CAEnergy.com
nicole.desruisseaux@mclane.com
nkrakoff@clf.org
ocalitigation@oca.nh.gov
paul.b.dexter@energy.nh.gov
pgoschke@ceadvisors.com
rkolb@ceadvisors.com
Robin.McAlester@libertyutilities.com
Scott.T.Balise@energy.nh.gov
scrimmins@ceadvisors.com
sshensstone-harris@synapse-energy.com
Stephen.R.Eckberg@energy.nh.gov

thomas.c.frantz@energy.nh.gov

thomas.getz@mclane.com

tklaes@blueridgecs.com

tmlarkinassociates@gmail.com

Toby.Bishop@brattle.com

Todd.Schavrien@libertyutilities.com

todd.wiley@libertyutilities.com

twoolf@synapse-energy.com

Tyler.Culbertson@libertyutilities.com

viggo.fish@mclane.com

W.Baber@dover.nh.gov

willoughbyconsulting@gmail.com

zhen.zhu@guernsey.us

WILLIAM BABER
CITY OF DOVER
w.baber@dover.nh.gov

MIKE CLARK
mtclark@caenergy.com

NICOLE DESRUISSEAU
MCLANE MIDDLETON PA
nicole.desruisseaux@mclane.com

DMITRY BALASHOV
LIBERTY UTILITIES
dmitry.balashov@libertyutilities.com

SARAH CRIMMINS
scrimmins@ceadvisors.com

JOSEPH DEVIRGILIO
jjdevirgilio@gmail.com

SCOTT T BALISE
DEPARTMENT OF ENERGY
21 SOUTH FRUIT ST STE 10
CONCORD NH 03301
scott.t.balise@energy.nh.gov

MICHAEL CROUSE
OFFICE OF CONSUMER ADVOCATE
michael.j.crouse@oca.nh.gov

PAUL B DEXTER
DEPARTMENT OF ENERGY
21 SOUTH FRUIT ST STE 10
CONCORD NH 03301
paul.b.dexter@energy.nh.gov

MELISSA BARTOS
mbartos@ceadvisors.com

NICK CROWLEY
nacrowley@caenergy.com

JAY E DUDLEY
DEPARTMENT OF ENERGY
21 SOUTH FRUIT ST STE 10
CONCORD NH 03301
jay.e.dudley@energy.nh.gov

CLIFTON BELOW
COMMUNITY POWER COALITION OF
NEW HAMPSHIRE
clifton.below@cpnh.org

TYLER CULBERTSON
LIBERTY UTILITIES
tyler.culbertson@libertyutilities.com

STEPHEN ECKBERG
DEPARTMENT OF ENERGY
stephen.r.eckberg@energy.nh.gov

TOBY BISHOP
toby.bishop@brattle.com

DAN DANE
ddane@ceadvisors.com

JEFFREY FABER
LIBERTY UTILITIES (GRANITE STATE
ELECTRIC) CORP D/B/A LIBERTY
jeffrey.faber@libertyutilities.com

ANN BULKLEY
ann.bulkley@brattle.com

JOHN DEFEVER
johndefever@yahoo.com

VIGGO C FISH
MCLANE MIDDLETON PA
viggo.fish@mclane.com

BRIAN CALLNAN
COMMUNITY POWER COALITION OF
NEW HAMPSHIRE
brian.callnan@communitypowernh.gov

DEPARTMENT OF ENERGY
DEPARTMENT OF ENERGY
21 SOUTH FRUIT ST STE 10
CONCORD NH 03301
energy-litigation@energy.nh.gov

THOMAS C FRANTZ
DEPARTMENT OF ENERGY
21 SOUTH FRUIT ST STE 10
CONCORD NH 03301
thomas.c.frantz@energy.nh.gov

THOMAS B GETZ
MCLANE MIDDLETON PA
11 SOUTH MAIN ST
CONCORD NH 03301
thomas.getz@mclane.com

JAMES KING
LIBERTY UTILITIES (GRANITE STATE
ELECTRIC) CORP D/B/A LIBERTY
james.king@libertyutilities.com

ALYSSA MASTON
LIBERTY UTILITIES (GRANITE STATE
ELECTRIC) CORP D/B/A LIBERTY
alyssa.maston@libertyutilities.com

SAMUEL V GOLDING
COMMUNITY CHOICE PARTNERS
12 SOUTH SPRING ST
2ND FLOOR
CONCORD NH 03301
golding@communitychoicepartners.com

TRACY KLAES
BLUE RIDGE CONSULTING SERVICES
INC
3132 WESLEY WAY
HENDERSONVILLE NC 28792
tklaes@blueridgecs.com

ROBIN MCALESTER
LIBERTY UTILITIES
robin.mcalester@libertyutilities.com

PATRICK GOSCHKE
pgoschke@ceadvisors.com

REGINA KOLB
rkolb@ceadvisors.com

DAN MCLEOD
dpmcleod@lrca.com

BOB GRANT
bobg.rivercg@gmail.com

NICHOLAS KRAKOFF
CONSERVATION LAW FOUNDATION
nkrakoff@clf.org

ERICA MENARD
LIBERTY UTILITIES (GRANITE STATE
ELECTRIC) CORP D/B/A LIBERTY
erica.menard@libertyutilities.com

HEATHER GREEN
LIBERTY UTILITIES (GRANITE STATE
ELECTRIC) CORP D/B/A LIBERTY
heather.green@libertyutilities.com

DONALD M KREIS
OFFICE OF CONSUMER ADVOCATE
21 SOUTH FRUIT ST STE 18
CONCORD NH 03301
donald.m.kreis@oca.nh.gov

TINA MILLER
tmlarkinassociates@gmail.com

DAN HANSEN
dghansen@caenergy.com

ALEXANDRA K LADWIG
DEPARTMENT OF ENERGY
alexandra.k.ladwig@energy.nh.gov

KAREN J MORAN
DEPARTMENT OF ENERGY
21 SOUTH FRUIT ST STE 10
CONCORD NH 03301
karen.j.moran@energy.nh.gov

MELISSA M HORNE
WALMART INC
mhorne@hcc-law.com

LONG LAM
LIBERTY UTILITIES
long.lam@brattle.com

DONNA MULLINAX
BLUE RIDGE CONSULTING SERVICES
INC
114 KNIGHTSRIDGE RD
TRAVELERS REST SC 29690
dmullinax@blueridgecs.com

KRISTIN JARDIN
LIBERTY UTILITIES
kristin.jardin@libertyutilities.com

COURTNEY LANE
clane@synapse-energy.com

LIZ R NIXON
DEPARTMENT OF ENERGY
21 SOUTH FRUIT ST STE 10
CONCORD NH 03301
elizabeth.r.nixon@energy.nh.gov

MAUREEN KARPf
LIBERTY UTILITIES
15 BUTTRICK RD
LONDONDERRY NH 03053
maureen.karpf@libertyutilities.com

HEIDI LEMAY
NEW HAMPSHIRE DEPARTMENT OF
ENERGY
heidi.w.lemay@energy.nh.gov

JESSICA A NYLUND
jessica.a.nylund@dartmouth.edu

OCA LITIGATION
OCA LITIGATION
21 SOUTH FRUIT ST STE 18
CONCORD NH 03301
ocalitigation@oca.nh.gov

SARAH SHENSTONE-HARRIS
SYNAPSE ENERGY
sshenstone-harris@synapse-energy.com

MARK P TOSCANO
DEPARTMENT OF ENERGY
21 SOUTH FRUIT ST STE 10
CONCORD NH 03301
mark.p.toscano@energy.nh.gov

LAUREN PRESTON
LIBERTY UTILITIES
lauren.preston@libertyutilities.com

KAREN SINVILLE
LIBERTY UTILITIES
karen.sinville@libertyutilities.com

JACQUELINE M TROTTIER
DEPARTMENT OF ENERGY
21 SOUTH FRUIT ST STE 10
CONCORD NH 03301
jacqueline.m.trottier@energy.nh.gov

MARY PURVIS
LIBERTY UTILITIES
mary.purvis@libertyutilities.com

CHRISTOPHER SKOGLUND
CLEAN ENERGY NH
chris@cleanenergy.nh.org

JOHANNE S VAN ROSSUM
CONSERVATION LAW FOUNDATION
jvanrossum@clf.org

JESSICA RALSTON
KEEGAN WERLIN LLP
jralston@keeganwerlin.com

HOWARD SOLGANICK
howard@energytactics.com

MARC VATTER
OFFICE OF CONSUMER ADVOCATE
marc.h.vatter@oca.nh.gov

BICKEY RIMAL
brimal@ceadvisors.com

JOHN SPANOS
jspanos@gfnet.com

CHRIS WALL
chris.wall@brattle.com

AARON ROTHSCHILD
ROTHSCHILD FINANCIAL
CONSULTING
aaron@rothschildfinancial.com

ANTHONY STRABONE
LIBERTY UTILITIES
116 NORTH MAIN ST
CONCORD NH 03301
anthony.strabone@libertyutilities.com

GREGORY WALLER
LIBERTY UTILITIES
gregory.waller@libertyutilities.com

TODD SCHAVRIEN
LIBERTY UTILITIES
todd.schavrien@libertyutilities.com

HEATHER TEBBETTS
LIBERTY UTILITIES
15 BUTTRICK RD
LONDONDERRY NH 03053
heather.tebbetts@libertyutilities.com

TODD WILEY
LIBERTY UTILITIES
todd.wiley@libertyutilities.com

JILL SCHWARTZ
LIBERTY UTILITIES
jill.schwartz@libertyutilities.com

GREGG THERRIEN
gtherrien@ceadvisors.com

RON WILLOUGHBY
willoughbyconsulting@gmail.com

MICHAEL SHEEHAN
LIBERTY UTILITIES
15 BUTTRICK RD
LONDONDERRY NH 03053
michael.sheehan@libertyutilities.com

GREG TILLMAN
LIBERTY UTILITIES
greg.tillman@libertyutilities.com

TIM WOOLF
twoolf@synapse-energy.com

MATTHEW C YOUNG
DEPARTMENT OF ENERGY
21 SOUTH FRUIT ST STE 10
CONCORD NH 03301
matthew.c.young@energy.nh.gov

ADAM YUSUF
LIBERTY UTILITIES
adam.yusuf@libertyutilities.com

BILL ZARAKAS
bill.zarakas@brattle.com

ZHEN ZHU
zhen.zhu@guernsey.us