

**STATE OF NEW HAMPSHIRE
PUBLIC UTILITIES COMMISSION**

DE 23-050

VANESSA VALENTINO

Complaint of Vanessa Valentino against Unitil Energy Systems, Inc.

Procedural Order Re: Requests for Action and Status of Proceeding

Under the New Hampshire statutory scheme for consumer complaints against utilities, individuals must first file a complaint with the New Hampshire Department of Energy (DOE). RSA 365:1. “If the party bringing the complaint is unsatisfied with the disposition of the complaint by the department of energy, then they may petition the public utilities commission to resolve the matter through an adjudicative proceeding.” RSA 365:4.

On April 17, 2023, the petitioner filed with the Commission a complaint against Unitil Energy Services, Inc. (UES), and the Commission opened this adjudicative docket. On May 2, 2023, the Commission issued a procedural order staying this proceeding after the DOE notified the Commission that it had not yet completed its initial investigation of the petitioner’s complaint. In that procedural order, the Commission noted that the proceedings would remain stayed until after the DOE’s investigation and disposition of the petitioner’s complaint.


Since that time, the petitioner has sent several emails to the Commission, the DOE, the Office of the Consumer Advocate, and UES, requesting a faster resolution of her complaint and a timely response to her emails. The Commission, however, will not take any action with respect to these emails for two reasons. First, the petitioner, like all parties in a Commission docket, must comply with the Commission’s procedural rules, specifically New Hampshire Code of Administrative Rules, Puc 202.06, 203.02, 203.03, 203.04, and

203.05, when filing a request for the Commission to take action. The Commission's procedural rules can be found at:

<https://www.puc.nh.gov/Regulatory/Rules/Puc200.pdf>. All filings must also comply with the service requirements under Puc 203.11. The Commission's Clerks' Office is the only addressee at the Commission that should be included on any emails.

Second, as the Commission has not yet received notice that the DOE has reached a final disposition on the petitioner's complaint, this matter remains stayed pursuant to the May 2, 2023 procedural order and RSA 365:4. The Commission requests that the DOE file a copy of its decision on the petitioner's complaint when it is complete.

So ordered, this twenty-eighth day of June, 2023.


Daniel C. Goldner
Presiding Officer
Chairman

Service List - Docket Related

Docket#: 23-050

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