

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

August 31, 2021

Re: DG 21-104, Northern Utilities, Inc.
Request for Change in Rates
Hearing Guidelines

To the Parties:

The Commission will be conducting the hearing scheduled in this matter using a hybrid approach to accommodate those who are remote and those who are physically present. To facilitate that hybrid hearing, the Commission has adopted the following "Hearing Guidelines."

- a. Parties will be sent a link to the Webex video conference in advance that will enable them to join the hearing remotely. All participating remotely are encouraged to use a hard-wired, not a wireless, Internet connection and a good quality wired microphone. Access may be facilitated if participants download and test the Webex software in advance of the hearing. Phone access by the public to listen to the proceeding is also available.
- b. No later than 4:30 p.m., at least 2 business days prior to the date the hearing is scheduled, each person wishing to speak for, or on behalf of, a party during the hearing must register with the moderator¹ at PUCWebModerator@puc.nh.gov by sending an email with a subject heading that lists the docket number, hearing date, and name of party filing. A party should submit one email for all of its participants (witnesses, attorneys, etc.) listing the name, email address, and telephone number of each participant.
- c. Parties and members of the public wishing to attend the hearing in person are encouraged to register in advance, at least two days before the hearing.
- d. Hearing participants joining remotely via Webex must join the Webex conference at least 15 minutes before the scheduled commencement of the hearing to verify their names and affiliations, resolve any technical issues, and discuss any necessary preparations prior to the commencement of the hearing.
- e. A stenographer will make a record of each of the Commission's remote hearings. Therefore, during the hearing, all participants must choose the "mute" option when

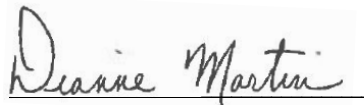
¹ The moderator is a staff member assigned to aid the Commission with the technological aspects of the remote hearing.

they are not speaking to ensure the best sound quality. The moderator will mute any participant causing noise interference.

- f. Although participants must mute their microphones when not speaking, participants wishing to make an objection may unmute for that purpose. For any other issue, anyone wishing to speak should raise their hand first and should only speak after being recognized to do so by the presiding officer.
- g. All non-active participants who are not attorneys or *pro se* intervenors will be placed in “attende” mode, which will deactivate their microphone and video feed, to make it easier for other participants and the Commissioners to focus on the speakers during the hearing and to reduce network saturation. When doing so, non-active participants will still be able to view and hear the hearing.
- h. Each participant must clearly identify him- or herself before speaking and identify any other persons present at the participant’s location. Speakers are advised to face their camera and speak slowly, with frequent pauses, to ensure accurate transcription.
- i. The Commission does not recommend the use of “private chat” to facilitate attorney/client consultations. The Commission does not use the chat function during hearings.
- j. Any participant experiencing difficulties obtaining access to, or participating in, the hearing should call the Commission at (603) 271-2431.
- k. Although the Commission will, if necessary, address any confidential matters separately at a single time during the hearing, the Commission may also need to do so at other times during the hearing, at which time public access to the hearing will be suspended. The public and parties who do not have a right to confidential information will not be able to participate in the hearing when this occurs for so long as confidential information is being addressed during the hearing.

The Commission may issue further directives as necessary.

Sincerely,



Dianne Martin
Chairwoman

cc: Service List (Electronically)
Docket File

Service List - Docket Related

Docket# : 21-104

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