

THE STATE OF NEW HAMPSHIRE

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PUBLIC UTILITIES COMMISSION

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

September 26, 2017

Stephen R. Hall
Director, Rates & Regulatory Affairs
Liberty Utilities
15 Buttrick Rd.
Londonderry, NH 03053

Re: DG 11-040, Granite State Electric Company and EnergyNorth Natural Gas, Inc.
d/b/a Liberty Utilities
Customer Service Reports

Dear Mr. Hall:

The Commission has reviewed your letters dated May 5 and July 31, 2017, in which you indicated that Liberty Utilities (Granite State Electric) Corp. and Liberty Utilities (EnergyNorth Natural Gas Corp.) (collectively, Liberty or the Companies) will no longer provide the Commission with monthly reports on the following Customer Service metrics: Bill Accuracy, Estimated Bill Percentages and Percent of Bills with Exceptions. Your letters accurately note that the Companies have reported to the Commission on these metrics since at least 2012, when Liberty acquired Granite State Electric and EnergyNorth.

The Commission understands that the Companies are seeking to reduce administrative burden. Nevertheless, the Commission has decided to require these (or similar) reports as a gauge of Liberty's customer service performance, given that the Companies will be implementing a new customer information system in the near future.

Accordingly, in order to maintain a baseline for measuring customer service performance, the Commission directs Liberty to continue to provide the customer service reports that have been provided in the past and to work with Staff to develop a mutually agreeable successor set of customer service metrics and reporting framework by December 1, 2017. These successor metrics (which may be a continuation of the existing metrics, as Staff deems appropriate) should reflect Liberty's current operations.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in cursive script that reads "Debra A. Howland".

Debra A. Howland
Executive Director

Cc: Service List DG 11-040

SERVICE LIST - EMAIL ADDRESSES- DOCKET RELATED

Pursuant to N.H. Admin Rule Puc 203.11 (a) (1): Serve an electronic copy on each person identified on the service list.

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Docket #: 11-040-1 Printed: September 26, 2017

FILING INSTRUCTIONS:

- a) Pursuant to N.H. Admin Rule Puc 203.02 (a), with the exception of Discovery, file 7 copies, as well as an electronic copy, of all documents including cover letter with:**
- DEBRA A HOWLAND
EXEC DIRECTOR
NHPUC
21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429
- b) Serve an electronic copy with each person identified on the Commission's service list and with the Office of Consumer Advocate.**
- c) Serve a written copy on each person on the service list not able to receive electronic mail.**