

STATE OF NEW HAMPSHIRE

DG 11-069

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September 7, 2011

Debra A. Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, New Hampshire 03301-7319

**RE: DG 11-069 Northern Utilities
Request for Consumer Complaint and Inquiry Information**

Dear Ms. Howland:

As you know, the above-captioned proceeding concerns the request for a distribution rate increase, among other things, filed by Northern Utilities. In furtherance of the OCA's review of the proposal, I contacted the Director of the Consumer Affairs Division and the attorney assigned to the docket to request copies of the Commission's records related to customer complaints of Northern Utilities. In response, Staff requested that I submit a request pursuant to RSA 91-A, the Right to Know law.

The OCA does not concede that RSA 91-A governs this request for information or the Commission's response to the OCA's request. As a public agency governed by RSA 91-A and charged by RSA 363:28 with the duty to advocate on behalf of residential utility customers, the OCA should be afforded access to all information on file with the Commission concerning these customers. To the extent that information obtained by the OCA from the Commission is entitled to protection pursuant to RSA 91-A:5, IV, the OCA is also required to protect it. Therefore, the OCA disagrees that RSA 91-A, which governs requests for information by members of the public, is intended to apply to requests for information from one executive branch agency of the government to another.

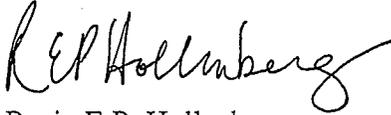
Without waiving any of the OCA's rights, and in the interest of time, I hereby request pursuant to RSA 91-A copies of all records on file with the Commission regarding complaints or inquiries filed by residential customers of Northern Utilities for the period January 1, 2010 through June 30, 2011. To the extent that the Commission redacts information from these

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records pursuant to RSA 91-A:5, IV (or otherwise), please provide a description of each type of information redacted and the basis for each redaction.

Thank you for your assistance. Please contact me with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Rorie E.P. Hollenberg". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Rorie E.P. Hollenberg
Assistant Consumer Advocate

Enclosure

cc: Service List via electronic mail
James T. Boffetti, Attorney General's Office