

THE STATE OF NEW HAMPSHIRE

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PUBLIC UTILITIES COMMISSION

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August 18, 2014

Spinnaker Point Condominium Association
70 Spinnaker Way
Portsmouth, NH 03801

Re: DG 13-321 Spinnaker Point Condominium Association
Complaint against Northern Utilities, Inc. (Unitil) based on Gas Service Disconnections

Dear Association Members:

On August 11, 2014, Commission Staff filed a memorandum summarizing the results of its investigation of Northern Utilities, Inc.'s (Unitil) gas service disconnection policies, based on the complaint filed by the Spinnaker Point Condominium Association (Spinnaker). According to this memorandum, Staff engaged in numerous discussions with Unitil and reached an agreement with Unitil which Staff believes addresses the issues raised by Spinnaker's complaint. Pursuant to this agreement, Unitil has established two distinct procedures to address identified code violations and safety issues with respect to customer gas appliances, piping, and other service equipment, based on the immediacy of the safety risk created by the code violation or other issue.

Staff recommended the Commission find that Unitil's new procedures appropriately resolve the issues raised in Spinnaker's complaint, without requiring that Unitil revise its new policies to require additional notice to any non-customer property owners or managers. Staff recommended that the Commission dismiss the Spinnaker complaint based on this resolution.

The Commission has reviewed Staff's memorandum and recommendations, and has determined that Spinnaker's complaint has been appropriately resolved and should be dismissed. Accordingly, Spinnaker's complaint is hereby dismissed and Docket No. DG 13-321 is closed.

Sincerely,

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

Debra A. Howland
Executive Director

cc: Service List
Docket File

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 #: 13-321-1 Printed: August 18, 2014

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.