

THE STATE OF NEW HAMPSHIRE

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PUBLIC UTILITIES COMMISSION

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

November 2, 2016

Michael Sheehan
Liberty Utilities
15 Butterick Road
Londonderry, NH 03053

Re: DG 16-814, Liberty Utilities (EnergyNorth Natural Gas) Corporation d/b/a Liberty Utilities
2016-2017 Cost of Gas
Notice to Customers

Dear Mr. Sheehan:

On October 26, 2016, the Commission issued Order No. 25,985 which, among other things, directed Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities to seek approval from the Commission's Director of Consumer Services and External Affairs of its proposed notice to customers of the rate change that is the subject of the instant proceeding.

On October 27, 2016, you advised the Commission that Liberty was unable to comply with Order No. 25,985 inasmuch as the notice was printed on October 13th to be mailed with bills on November 1st. You represent in your letter that a copy of this notice was provided to the Director prior to the issuance of Order No. 25,985. While the notice of the rate change was timely provided to customers and is consistent with the intent of the Commission's Order, the Order also contemplates pre-approval of the contents of the notice prior to printing of such notice.

Accordingly, the Commission will treat your letter as a request for waiver of the provision in Order No. 25,985 requiring approval by the Director of Liberty's notice to customers, and has granted such request. The Commission also directs Liberty, as it did in its Order No. 25,960 approving the COG rate for Liberty's Keene Division, to develop a template for customer notice of rate changes to be approved by the Director of the Consumer Services and External Affairs Division which notice will be used by Liberty for notice to customers of future rate changes.

Sincerely,

A handwritten signature in cursive script, appearing to read "Debra A. Howland".

Debra A. Howland
Executive Director

cc: Service List (Electronically)

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 #: 16-814-1 Printed: November 02, 2016

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.