

THE STATE OF NEW HAMPSHIRE

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PUBLIC UTILITIES COMMISSION

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November 9, 2016

Frank McGovern, CEO
Clearview Energy
1201 Elm Street, Suite 3200
Dallas, TX 75270

Patrick Taylor, Esq.
Unitil Energy Systems, Inc.
6 Liberty Lane West
Hampton, NH 03842

Re: DE 16-837 Unitil Energy Systems, Inc.
Complaint against Clearview Electric, Inc. d/b/a Clearview Energy

Dear Messrs. McGovern and Taylor:

On October 26, 2016, the Commission received a complaint (Complaint) filed by Unitil Energy Systems, Inc. (UES) requesting that the Commission review the marketing practices of Clearview Electric, Inc., d/b/a Clearview Energy (Clearview). On October 31, 2016, a copy of the Complaint was forwarded to Clearview and it was instructed to respond to the Complaint on or before November 10, 2016.

On November 9, 2016, Clearview filed a letter indicating that it requires disclosure by UES of specific customer information related to particular allegations contained in the Complaint in order to conduct an internal investigation and prepare a complete response to the Complaint. Clearview also requested that the deadline for its response be extended due to the current unavailability of such specific customer information.

The Commission has reviewed Clearview's requests and has determined that UES should provide to Clearview the following information regarding each UES customer interaction with Clearview's representatives as described in the Complaint: (1) the street and town of residence for the customer involved in the interaction, and (2) the date of the customer interaction. Any such customer information provided to Clearview must be maintained by Clearview in accordance with the applicable provisions of N.H. Code Admin. Rules Puc 2004.09 and RSA 363:37-38. The Commission also has determined that the due date for Clearview's response to the Complaint should be extended.

Accordingly, UES is directed to provide to Clearview the limited customer interaction information described in the preceding paragraph on or before November 15, 2016, and the due date for Clearview's response to the Complaint is extended until November 21, 2016.

Sincerely,

A handwritten signature in black ink that reads "Debra A. Howland".

Debra A. Howland
Executive Director

cc: Docket File/Service List

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 #: 16-837-1 Printed: November 09, 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.