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STATE OF NEW HAMPSHIRE



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July 22, 2020

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

Re: Docket No. IR 20-089; Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers; Report of July 14, 2020 Technical Session

Dear Ms. Howland:

On July 14, 2020, following the Commission's hearing in this matter, as directed, the following parties participated in a technical session:

- Electric Utilities: Eversource/PSNH, Unitil, Liberty/Granite State Electric, NH Electric Co-op.
- Gas Utilities: Liberty/EnergyNorth, Northern Utilities
- Water Utilities: Aquarion, Lakes Region, Pennichuck
- The Office of the Consumer Advocate
- NH Legal Assistance

The parties discussed the three items which I informed the Commission at the July 14 hearing that I intended to raise: protections for low-income customers concerning collections and disconnections, outreach to customers to alert them to protections available, and mechanisms for addressing changed circumstances regarding collection and disconnection practices and protections as the COVID-19 pandemic continues.

Due to the late start of the technical session on July 14, the parties agreed to reconvene the session on July 23 to resume discussing these topics. The group plans to meet via WebEx starting at 10 am and ending around 1 pm. The session will be open to the public unless the discussion moves into settlement talks, which would be confidential and open only to the parties listed above.

Staff respectfully requests that the Commission schedule a technical session in this matter via WebEx on July 23 starting at 10 am.

Staff plans to submit a technical session report, following the July 23 session.

Thank you for your attention to this matter.

Sincerely,

*/s/ Paul B. Dexter*

Paul B. Dexter  
Staff Attorney

cc: Service List – electronically only

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