

AMENDMENT

This Amendment to the Agreement dated September 10, 2020 that was filed in Docket IR 20-089 is entered into as of this date, by and between the Consumer Services and External Affairs Division of the New Hampshire Public Utilities Commission and the following electric, gas and water utilities operating in the State of New Hampshire:

Public Service of New Hampshire d/b/a Eversource Energy
Unitil Energy Systems, Inc.
Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities
New Hampshire Electric Cooperative, Inc.

Northern Utilities, Inc.
Liberty Utilities (EnergyNorth Natural Gas) Corp., d/b/a Liberty Utilities

Abenaki Water Company, Inc.
Aquarion Water Company of New Hampshire, Inc.
Hampstead Area Water Company, Inc.
Lakes Region Water Company, Inc.
Mill Brook Village Water System
Pennichuck East Utility, Inc.
Pennichuck Water Works, Inc.
Pittsfield Aqueduct Company, Inc.
West Swanzey Water Company, Inc.

and by the following non-utility participants in IR 20-089, New Hampshire Public Utilities Commission's Investigation into Effects of the COVID-19 Emergency Utilities and Utility Customers:

The Office of the Consumer Advocate
New Hampshire Legal Assistance
LISTEN

Hereinafter, collectively referred to as the Parties.

Whereas, the Governor of New Hampshire declared a state of emergency in Executive Order 2020-04 on March 13, 2020, which state of emergency remains in effect today per Executive Order 2021-05; and

Whereas, pursuant to Executive Order 2020-04, the Governor issued Emergency Order #3, due to COVID-19, which temporarily prohibited utility disconnections; and

Whereas, the Governor's Emergency Order #58 issued June 30, 2020 terminated Emergency Order #3; and

Whereas Emergency Order #58 further provided that the New Hampshire utilities whose rates are regulated by the New Hampshire Public Utilities Commission and the New Hampshire Electric Cooperative, which includes all the utilities listed above, “shall offer payment arrangements, refrain from charging late fees, and begin normal collection activity and disconnections consistent with an agreement between a utility or utilities and the Commission’s Consumer Services and External Affairs Division, subsequent order of the Commission, and/or rules adopted by the Commission pursuant to RSA 541-A;” and

Whereas the Public Utilities Commission found that the Agreement dated September 10, 2020 fulfills the requirements of Emergency Order #58 by Secretarial Letter dated October 5, 2020; and

Whereas the Governor’s Office for Emergency Relief and Recovery established the New Hampshire Emergency Rental Assistance Program (NHERAP) on March 15, 2021 to assist eligible households that may qualify for financial assistance for utility payments and other housing-related costs.

Now therefore, the Parties agree to the following terms, conditions and timeframes for customer collections and disconnection, which modify the corresponding terms on pages 3 and 4 of the September 10, 2020 Agreement, with respect to Residential Financial Hardship customers of the electric and gas utilities (and the attachment to the Agreement).

Residential Financial Hardship (FH) customers, meaning customers facing financial hardship as defined in Puc 1202.09, as expanded for self-certification as detailed below:

- In addition to Puc 1202.09, financial hardship qualification for the purpose of this amendment and agreement can be defined by customer participation in any of the programs listed in the attachment to this agreement).
- Soft collections shall continue until May 31, 2021.
 - Soft collections is defined by the utilities as communications with customers with an arrearage that would qualify them for disconnection where the communication is intended to advise those customers of the arrearages and the means of addressing those arrearages, but without suggesting that the customer is eligible for disconnection.
- No disconnect notices shall be sent to FH customers until at least May 31, 2021.
- No deposits shall be required for FH customers (Per current Puc 1200 rules) and no late payment charges shall be assessed for FH customers (Per current Puc 1200 rules).
- Utilities shall offer longer payment plans (up to 24 months) through July 31, 2021 as an option with no down payment required, with:
 - the opportunity to renegotiate an existing payment plan when circumstances change and the payment may no longer be affordable, and

- the opportunity to enter into the same, long-term flexible payment arrangement at least once, and even more than once when appropriate in the customer's circumstances.
- Utilities shall undertake proactive ongoing communication to FH customers through spring 2021 to encourage customers to contact local social services agencies, their utilities and to enroll in payment plan(s).
- Customers shall be afforded the one time-opportunity to self-certify as FH by indicating that they are experiencing financial challenges except as modified below. This self-certification shall protect their account from disconnection for nonpayment for 60 calendar days to allow for the customer to obtain and provide FH documentation to the company or social agency for approval. Self-certification will cease on June 30, 2021.
 - Should the customer not provide FH documentation during the 60-day period, the customer will return to normal collections processes. Depending on the circumstances, upon customer request, the customer shall be afforded one opportunity for an additional 10 calendar days protection from disconnection during the winter period in order to obtain and provide FH documentation to the company or social agency for approval.
 - Nothing in this agreement shall prevent customers from providing evidence of FH to the utility after the 60-day self-certification period ends.
 - Once documentation is received and verified against the Financial Hardship list (attached to this agreement) and as may be amended from time to time, all hardship protection as defined by the Puc 1200 rules and this agreement will apply.
 - Customers shall also be afforded an opportunity to self-certify as FH by indicating that they have applied for assistance through the New Hampshire Emergency Rental Assistance Program (NHERAP) regardless of whether they previously self-certified to having a financial hardship for a different reason. This self-certification shall protect their account from disconnection for nonpayment for 60 calendar days to allow for the customer to obtain a decision about their eligibility for utility assistance through the NHERAP. The utility may verify that the customer's application is pending by requesting documentation from the customer or obtaining verification from the Community Action Agency that is processing the application. Self-certification under this category will also cease on June 30, 2021.
- In addition to plans available to all residential customers during and following the winter period under the Puc 1200 Rules, customers who claim financial hardship under this Amendment and Agreement shall be offered an extended (up to 24 months) COVID payment plan once the documentation has been received and verified by the Company

against the Financial Hardship list (attached to this agreement) and as may be amended from time to time.

All Gas and Electric utilities shall undertake proactive ongoing communications to all customers to encourage customers to contact their utilities to enroll in a payment plan and to contact social services agencies for assistance.

IN WITNESS WHEREOF, the Parties have caused this Amendment to be duly executed in their respective names by their agents, each being fully authorized to do so on behalf of their principal.

NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION CONSUMER AFFAIRS AND EXTERNAL COMMUNICATIONS DIVISION

By: _____/s/ Paul B. Dexter _____ Date: _____4/15/2021_____

Paul B. Dexter, Esq.
Staff Attorney

LIBERTY UTILITIES (GRANITE STATE ELECTRIC) CORP.
D/B/A LIBERTY UTILITIES

By: _____ Date: _____
Michael Sheehan, Esq.
Senior Counsel

NEW HAMPSHIRE ELECTRIC COOPERATIVE, INC.

By: _____ Date: _____
Mark W. Dean, Esq.

PUBLIC SERVICE COMPANY OF NEW HAMPSHIRE D/B/A EVERSOURCE ENERGY


By: _____ Date: ___April, 15, 2021___
Matthew Fossum, Esq.
Senior Regulatory Counsel

UNITIL ENERGY SYSTEMS, INC.

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By: _____/s/ Paul B. Dexter _____
Paul B. Dexter, Esq.
Staff Attorney

Date: _____4/15/2021_____

LIBERTY UTILITIES (GRANITE STATE ELECTRIC) CORP.
D/B/A LIBERTY UTILITIES


By: _____
Michael Sheehan, Esq.
Senior Counsel

Date: 4/15/2021

NEW HAMPSHIRE ELECTRIC COOPERATIVE, INC.

By: _____
Mark W. Dean, Esq.

Date: _____

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By: _____
Matthew Fossum, Esq.
Senior Regulatory Counsel

Date: _____

UNITIL ENERGY SYSTEMS, INC.

By: _____
Gary Epler, Esq.
Chief Regulatory Counsel

Date: _____

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By: _____ /s/ Paul B. Dexter _____
Paul B. Dexter, Esq.
Staff Attorney

Date: _____ 4/15/2021 _____

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D/B/A LIBERTY UTILITIES

By: _____
Michael Sheehan, Esq.
Senior Counsel

Date: _____

NEW HAMPSHIRE ELECTRIC COOPERATIVE, INC.

By:  _____
Mark W. Dean, Esq.

Date: _____ 4/15/21 _____

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By: _____
Matthew Fossum, Esq.
Senior Regulatory Counsel

Date: _____

UNITIL ENERGY SYSTEMS, INC.

By: _____
Gary Epler, Esq.
Chief Regulatory Counsel

Date: _____

UNITIL ENERGY SYSTEMS, INC.



By: _____
Gary Epler, Esq.
Chief Regulatory Counsel

Date: April 15, 2021

LIBERTY UTILITIES (ENERGYNORTH NATURAL GAS) CORP.
D/B/A LIBERTY UTILITIES

By: _____
Michael Sheehan, Esq.
Senior Counsel

Date: _____

NORTHERN UTILITIES, INC.



By: _____
Gary Epler, Esq.
Chief Regulatory Counsel

Date: April 15, 2021

ABENAKI WATER COMPANY, INC.

By: _____
Don Vaughn
President, New England Service Company

Date: _____

AQUARION WATER COMPANY OF NEW HAMPSHIRE, INC.

By: _____
Matthew Fossum, Esq.
Senior Regulatory Counsel

Date: _____

HAMPSTEAD AREA WATER COMPANY, INC.

By: _____
Anthony Augeri, Esq.
General Counsel

Date: _____

By: _____
Gary Epler, Esq.
Chief Regulatory Counsel

Date: _____

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D/B/A LIBERTY UTILITIES

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Senior Counsel

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Gary Epler, Esq.
Chief Regulatory Counsel

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Don Vaughn
President, New England Service Company

Date: _____

AQUARION WATER COMPANY OF NEW HAMPSHIRE, INC.

By: _____

Matthew Fossum, Esq.
Senior Regulatory Counsel

Date: April 15, 2021

HAMPSTEAD AREA WATER COMPANY, INC.

By: _____
Anthony Augeri, Esq.
General Counsel

Date: _____

LAKES REGION WATER COMPANY, INC.

By: _____

Date: _____

LIBERTY UTILITIES (ENERGYNORTH NATURAL GAS) CORP.
D/B/A LIBERTY UTILITIES

By: _____
Michael Sheehan, Esq.
Senior Counsel

Date: _____

NORTHERN UTILITIES, INC.

By: _____
Gary Epler, Esq.
Chief Regulatory Counsel

Date: _____

ABENAKI WATER COMPANY, INC.

By: _____
Don Vaughn
President, New England Service Company

Date: _____

AQUARION WATER COMPANY OF NEW HAMPSHIRE, INC.

By: _____
Matthew Fossum, Esq.
Senior Regulatory Counsel

Date: _____

HAMPSTEAD AREA WATER COMPANY, INC.

By: _____
Anthony Augeri, Esq.
General Counsel

Date: _____

LAKES REGION WATER COMPANY, INC.

By: 
Tom Mason
President

Date: 4/15/2021

MILL BROOK VILLAGE WATER SYSTEM

LIBERTY UTILITIES (ENERGYNORTH NATURAL GAS) CORP.
D/B/A LIBERTY UTILITIES



By: _____
Michael Sheehan, Esq.
Senior Counsel

Date: 4/15/2021

NORTHERN UTILITIES, INC.

By: _____
Gary Epler, Esq.
Chief Regulatory Counsel

Date: _____

ABENAKI WATER COMPANY, INC.

By: _____
Don Vaughn
President, New England Service Company

Date: _____

AQUARION WATER COMPANY OF NEW HAMPSHIRE, INC.

By: _____
Matthew Fossum, Esq.
Senior Regulatory Counsel

Date: _____

HAMPSTEAD AREA WATER COMPANY, INC.

By: _____
Anthony Augeri, Esq.
General Counsel

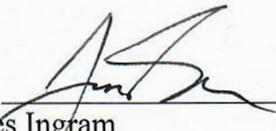
Date: _____

LAKES REGION WATER COMPANY, INC.

By: _____
Tom Mason
President

Date: _____

MILL BROOK VILLAGE WATER SYSTEM

By:  _____
James Ingram
Owner

Date: 4/14/21

PENNICHUCK EAST UTILITY, INC.
PENNICHUCK WATER WORKS, INC.
PITTSFIELD AQUEDUCT COMPAY, INC.

By: _____
Donald Ware
Chief Operating Officer

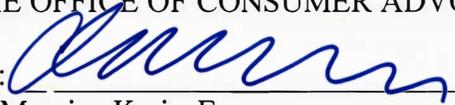
Date: _____

WEST SWANZEY WATER COMPANY, INC

By: _____
Sarah Brown
President

Date: _____

THE OFFICE OF CONSUMER ADVOCATE

By:  _____
D. Maurice Kreis, Esq.
Consumer Advocate

Date: April 19, 2021

NEW HAMPSHIRE LEGAL ASSISTANCE

By: /s/ Raymond Burke

Raymond Burke, Esq.
Stephen Tower, Esq.

Date: 4/19/21

LISTEN Community Services

By: _____
Angela Zhang
Program Director

Date: _____

FINANCIAL HARDSHIP CODING

- Aid to Permanently and Totally Disabled (APTD)-GOVERNMENT
- Aid to the Needy Blind
- Catholic Charities- **Financial Work Up***
- Child Care Assistance/Scholarships
- Commodity Surplus Foods Program (for women, infants and children)-STATE
- Disability social security
- Easter Seals- **Financial Work Up* (Veterans count is part of Easter Seals)**
- Elderly Commodity Surplus Foods Program-STATE
- Electric Assistance Program -FUEL
- Families in Transition
- Family Assistance Program (FAP)
- Financial Assistance to Needy Families (FANF)
- Food Stamps (Supplemental Nutrition Assistance Program or "SNAP")-GOVERNMENT
- Front door- (Nashua Area)- **Financial Work Up***
- Fuel Assistance Program- **Financial Work Up***- Fuel
- Head Start Program-STATE
- Healthy Kid (Partners in Health)-STATE
- **New Hampshire Emergency Rental Assistance Program-State**
- Housing Choice Voucher Program (Section 8)-STATE
- Listen
- Jaden's ladder- (woman with domestic violence) Portsmouth-**Financial work up***
- Medicaid-GOVERNMENT
 - Granite Advantage Health Care Program
 - NH Healthy Families
 - Well Sense
 - AmeriHealth Caritas NH
 - "MEAD" (Medicaid for Employed Adults with Disabilities)
 - In & Out Medical Assistance
- Medicare Savings Programs
 - Qualified Medicare Beneficiary Program or QMB
 - Specified Low-Income Medicare Beneficiary Program or SLMB
- Medicare "Extra Help" Program
- Merrimack Valley Assistance-**Financial Work Up***
- NHN-FUEL
- Old Age Assistance-State
- Pandemic EBT (P-EBT) Benefits (temporary use until no longer available)
- Project Care-NH Coop customers only
- Reduce Lunch Program-SCHOOL
- Salvation Army-**Financial Work Up***
- Share Fund **Financial Work Ups** -Milford area (town they help are Milford, Mt Vernon, Amherst & Brookline)
- Share Fund-Rochester-**Financial Work up***
- Emergency Assistance (EA) Program as known as State Welfare (state will pay two (2) utility bills)
- Supplemental Security Income Program (SSI) - GOVERNMENT
- Supportive Assistance Project-**Financial Work Up***
- Temporary Assistance for Needy Families Program (TANF)-STATE
- Town Welfare- **Financial Work Up***

- Unemployment Insurance (temporary use until June 30, 2021)
- Veterans First Supportive Services- **Financial work up***
- Waypoint (old Child & Family service)-**Financial work up***
- Women, Infants and Children Program (WIC) GOVERNMENT

*The **Financial Work Up** form is not used to verify financial hardship status. To verify financial hardship status, a customer must provide documentation of their eligibility for the assistance programs listed above. The Financial Work Up form was established by the Customer Advisory Board to determine the appropriate payment plan for customers with a medical hardship. The Utility will enroll a customer with a medical hardship in a more flexible payment plan when the agencies listed in this document complete the form. The payment plan amount cannot be less than \$50 per month.

NON-HARDSHIP CODING

- Bridges
- Churches
- Corpus Christi
- Girls Inc
- Krem
- Medicare – unless enrolled in a Medicare Savings Program
- Pecan
- Social Security Retirement (Elderly)
- St Vincent De Paul
- Veterans Inc

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