

**THE STATE OF NEW HAMPSHIRE
PUBLIC UTILITIES COMMISSION**

IR 19-017

**PUBLIC SERVICE COMPANY OF NEW HAMPSHIRE d/b/a EVERSOURCE
ENERGY, UNITIL ENERGY SYSTEMS, INC. AND LIBERTY UTILITIES (GRANITE
STATE ELECTRIC) CORP d/b/a LIBERTY UTILITIES.**

Investigation into Electric Utility Planned Outage Processes and Procedures

ORDER OF NOTICE

On November 13, 2018, in DE 17-174, Complaint of Ensconce Data Technologies, LLC against Eversource Energy, the Commission issued a Secretarial Letter closing that docket and indicating that it would open an investigation into electric utility planned outage processes and procedures. This Order of Notice commences the investigation.

The complaint in DE 17-174 involved claims of damage to customer equipment from voltage fluctuations when Public Service Company of New Hampshire d/b/a Eversource Energy (Eversource) cut over service from one transformer to another. The complaint brought to light the need for well-established and well-executed utility plans for protecting customer's equipment during planned outages. Thus, pursuant to RSA 374:3, 374:4, and 374:7, the Commission opens this investigation, to examine, inter alia, issues related to whether each electric utility has adequate processes and procedures in place for minimizing damage to customer equipment during planned outages, whether each electric utility follows such practices and procedures during planned outages, whether such processes and procedures are standardized across the electric utilities, and how such processes and procedures are communicated to customers subjected to a planned outage. Eversource, Unitil Energy Systems, Inc. (Unitil), and Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities (Liberty) are mandatory participants

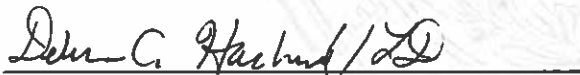
to this investigation. Other persons desiring to participate in this investigation may appear at the Technical Session or contact Paul Dexter at 603-271-2431 or paul.dexter@puc.nh.gov.

Based upon the foregoing, it is hereby

ORDERED, that, on February 27, 2019 at 10:00 a.m. at the NH Public Utilities Commission, 21 South Fruit Street, Suite 10, Concord, New Hampshire. Eversource, Unitil, Liberty, the Staff of the Commission, and any persons desiring to participate meet in a Technical Session to review the issues set forth hereinabove and discuss a procedural schedule for this investigation; and it is

FURTHER ORDERED, that the Commissioner's Executive Director shall notify all persons of the opportunity to participate in this investigation by publishing a copy of this Order of Notice no later than February 7, 2019, in a newspaper with general circulation in those portions of the state in which operations are conducted.

By order of the Public Utilities Commission of New Hampshire this twenty-fourth day of January, 2019.



Debra A. Howland
Executive Director

Individuals needing assistance or auxiliary communication aids due to sensory impairment or other disability should contact the Americans with Disabilities Act Coordinator, NHPUC, 21 S. Fruit St., Suite 10, Concord, New Hampshire 03301-2429; 603-271-2431; TDD Access: Relay N.H. 1-800-735-2964. Notification of the need for assistance should be made one week prior to the scheduled event.