

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

DRM 19-156

RULEMAKING

**New Hampshire Code of Administrative Rules Chapter Puc 1200
Uniform Administration of Utility Customer Relations**

ORDER OF NOTICE

On August 28, 2019, the Commission voted pursuant to RSA 541-A to initiate a formal rulemaking for N.H. Code Admin. Rules Chapter Puc 1200, Uniform Administration of Utility Customer Relations Rules. The Commission's initial proposal effectively represents a readoption with amendments of the existing Puc 1200 rules.

Puc 1200 sets forth rules to simplify and standardize the administrative processes by which customers and companies interact in order to increase the level of information and protection provided to both and to ensure, as far as is possible, the equal application of those rules by all utilities. The proposed amendments further define procedures for new service, billing, payments, deposits, disconnection, reconnection, denial of service, winter period, and medical emergency. Upon completion of the formal rulemaking process, the proposed amended rules will replace the current version of Puc 1200.

A notice of rulemaking as required by RSA 541-A:6 (Notice), was filed with the Office of Legislative Services on September 10, 2019, and has been sent to all persons who have made a timely request for advance notice of these rulemaking proceedings. The Notice establishes a public hearing to be held at the Commission on November 7, 2019 at 10:00 a.m. and a deadline for the submission of written comments on November 20, 2019. The Notice as published in the

New Hampshire Rulemaking Register is appended hereto. Pursuant to N.H. Code Admin. Rules Puc 203.12, this Order of Notice will also be published on the Commission's website.

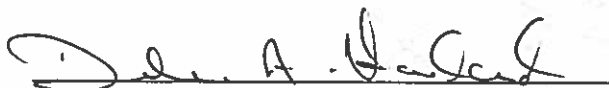
The Initial Proposal for readoption with amendments of the Puc 1200 rules may be viewed on the Commission's website at <http://www.puc.nh.gov/Regulatory/Docketbk/2019/19-156.html>, or copies may be obtained from the Commission as set forth in the Notice.

Based upon the foregoing, it is hereby

ORDERED, that a Public Hearing, pursuant to RSA 541-A:11, be held before the Commission located at 21 South Fruit Street, Suite 10, Concord, New Hampshire, on November 7, 2019 at 10:00 a.m., and that the deadline for submission of materials in writing or by e-mail shall be November 20, 2019, as set forth in the Notice; and it is

FURTHER ORDERED, that, pursuant to N.H. Code Admin. Rules Puc 203.12, the Executive Director shall notify all persons desiring to be heard at this hearing by publishing a copy of this Order of Notice on the Commission's website no later than September 30, 2019.

By order of the Public Utilities Commission of New Hampshire this twentieth day of September, 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.

Notice Number 2019-158

Rule Number Puc 1200

<p>1. Agency Name & Address:</p> <p>Public Utilities Commission 21 S. Fruit Street, Suite 10 Concord, New Hampshire 03301</p>	<p>2. RSA Authority: <u>RSA 365:8, I</u></p> <p>3. Federal Authority: _____</p> <p>4. Type of Action:</p> <p>Adoption _____</p> <p>Amendment _____</p> <p>Repeal _____</p> <p>Readoption _____</p> <p>Readoption w/amendment <u>X</u></p>
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5. Short Title: **Uniform Administration of Utility Customer Relations**

6. (a) Summary of what the rule says and of any proposed amendments:

The Public Utilities Commission intends to readopt with amendments its Chapter Puc 1200 rules on uniform administration of utility customer relations. Puc 1200 sets forth rules to simplify and standardize the administrative processes by which public utilities and their customers interact in order to increase the level of information and protection provided to both, and to ensure, as far as is possible, the equal application of those rules by all utilities.

The proposed amendments further define procedures for new service, billing, payments, deposits, disconnection, reconnection, denial of service, and special winter period and medical emergency provisions.

The existing Chapter Puc 1200 is scheduled to expire on September 16, 2019, but is subject to extension pursuant to RSA 541-A:14-a.

6. (b) Brief description of the groups affected:

The rules affect utilities providing electric, gas, sewer, or water service to the public in the State of New Hampshire as defined in Puc 1201.02. The rules also encompass certain rights and remedies of their customers.

6. (c) Specific section or sections of state statute or federal statute or regulation which the rule is intended to implement:

RULE NUMBER	STATUTE IMPLEMENTED
Puc 1201 - 1202	RSA 363-B; 365:8, I
Puc 1203.01 - 1203.04	RSA 365:8, I
Puc 1203.05 - 1203.07	RSA 363-B; 365:8, I
Puc 1203.08 - 1203.09	RSA 365:1 & 2
Puc 1203.10 - 1204.06	RSA 363-B:1 & 2; 365:8, I
Puc 1205	RSA 363-B; 365:8, I

NN 2019-158 Continued

7. Contact person for copies and questions including requests to accommodate persons with disabilities:

Name: **David K. Wiesner, Esq.** Title: **Staff Attorney**
Address: **N.H. Public Utilities Commission** Phone #: **603-271-6006**
21 S. Fruit Street, Suite 10 Fax#: **603-271-3878**
Concord, NH 03301 E-mail: **David.Wiesner@puc.nh.gov**
TTY/TDD Access: Relay NH 1-800-735-2964
or dial 711 (in NH)

8. Deadline for submission of materials in writing or, if practicable for the agency, in the electronic format specified: **November 20, 2019**

Fax E-mail Other format (specify):

9. Public hearing scheduled for:

Date and Time: **November 7, 2019 at 10:00 a.m.**
Place: **NH Public Utilities Commission**
21 South Fruit Street, Suite 10
Concord, NH 03301

10. Fiscal Impact Statement (Prepared by Legislative Budget Assistant)

FIS # 19:159, dated September 5, 2019

1. **Comparison of the costs of the proposed rule(s) to the existing rule(s):**
There is no difference in cost when comparing the proposed rules to the existing rules.
2. **Cite the Federal mandate. Identify the impact on state funds:**
No federal mandate, no impact on state funds.
3. **Cost and benefits of the proposed rule(s):**
 - A. **To State general or State special funds:**
None.
 - B. **To State citizens and political subdivisions:**
None.
 - C. **To independently owned businesses:**
None.

11. Statement Relative to Part I, Article 28-a of the N.H. Constitution:

The proposed rules do not mandate or assign any new, expanded, or modified programs or responsibilities to any political subdivision of the State of New Hampshire, and therefore do not violate Part I, Article 28-a of the N.H. Constitution by necessitating additional local expenditures by a political subdivision.

ExecutiveDirector@puc.nh.gov

alexa.baker@eversource.com

Barbara.Moreira@eversource.com

beaulieuc@unitil.com

daniel.traynor@eversource.com

dbrown1@ne.rr.com

desrochers@unitil.com

donald.kreis@oca.nh.gov

donald.ware@pennichuck.com

dvaughan@newenglandservicecorr

epler@unitil.com

gleighton@mainewater.com

janice.johnson@eversource.com

jerry.dee@nu.com

jessica.allen@libertyutilities.com

Jessica.cain@eversource.com

jim.r.ingram@gmail.com

john@lewisbuilders.com

kenneth.millerd@eversource.com

lambert@unitil.com

leah@Lakesregionwater.com

lmintyre@sheehan.com

mab@nhbrownlaw.com

matthew.fossum@eversource.com

mdean@mdeanlaw.net

michael.sheehan@libertyutilities.c

nathaniel1970@gmail.com

nicole.harris@libertyutilities.com

norm@gilfordwell.com

rburke@nhla.org

rebecca.paquette@eversource.com

sandranorma.morin@eversource.cc

sheehyl@nhec.com

stephenstcyr@yahoo.com

stower@nhla.org

tara.king@pennichuck.com

taylorp@unitil.com

tdixon@aquarionwater.com

Tom@lakesregionwater.com

amanda.noonan@puc.nh.gov

david.wiesner@puc.nh.gov

Mary.Schwarzer@puc.nh.gov

roric.patterson@puc.nh.gov