

**STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION**

**DW 14-360**

**ABENAKI WATER COMPANY**

**Request to Convert to Monthly Billing  
for Service in Belmont and Bow**

**Summary of Order *Nisi* No. 25,760 Approving Monthly Billing**

**February 4, 2015**

In Order *Nisi* No. 25,760, the Commission approved the request of Abenaki Water Company (Abenaki) to convert from quarterly billing to monthly billing. The Commission authorized the change to take effect for service rendered on or after April 1, 2015, and required Abenaki to provide direct and indirect notice to its customers. The filing and other docket filings, except for any information for which confidential treatment is requested of or granted by the Commission, are posted to the Commission's website at <http://www.puc.nh.gov/Regulatory/Docketbk/2014/14-360.html>.

Abenaki provides water and sewer utility services to customers in Belmont, New Hampshire, and water utility services to customers in Bow, New Hampshire. On December 11, 2014, Abenaki filed a request to convert its billing frequency from quarterly to monthly, taking the position that the change would result in benefits to the company and its customers, including earlier leak protection and reduced customer receivables.

On January 28, 2015, Commission Staff recommended approval of Abenaki's request for service rendered on or after April 1, 2015, or the second quarter of 2015. Staff also recommended that the Commission require Abenaki to notify customers of the conversion to

monthly billings in two ways: through a direct mailing within 30 days of the effective date of this order; and with an insert or notice in the first-quarter billing, mailed in early April.

Based on the information provided in the filing as well as an established preference for monthly billing, the Commission approved Abenaki's request to change from quarterly to monthly billing, finding that it will result in benefits to customers. The Commission approved the billing-frequency change effective on or after April 1, 2015, and required Abenaki to notify customers of the new monthly billing frequency through a direct notice, mailed to each customer, as well as through an insert or notice included within its 2015 first-quarter bills.

To ensure that all interested persons receive notice of this docket and have an opportunity to request a hearing, the Commission delayed the effectiveness of its approval until March 6, 2015. All persons interested in responding to the Commission's approval may submit their comments or file a written request for a hearing which states the reason and basis for a hearing no later than February 20, 2015. Any party interested in responding to such comments and requests for hearing shall do so no later than February 27, 2015. Following consideration of any comments and requests for hearing received, the Commission may further extend the effective date of its approval. The Commission's approval shall become final and effective March 6, 2015, unless the Commission orders otherwise.