

**STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION**

**DG 11-040**

**LIBERTY UTILITIES (ENERGYNORTH NATURAL GAS) CORP. AND LIBERTY  
UTILITIES (GRANITE STATE ELECTRIC) CORP. BOTH d/b/a LIBERTY UTILITIES**

**Joint Petition for Authority to Transfer Ownership of Granite State Electric and  
EnergyNorth Natural Gas, Inc. to Liberty Energy Utilities Corp.**

**Summary of Order *Nisi* No. 26,115 Approving Utility Reporting on Customer Service**

On March 27, 2018, the Commission approved a Settlement Agreement resolving the issues raised by Liberty and Commission Staff concerning the continuation of customer service reporting requirements. The full order and docket filings in this matter, other than 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.state.nh.us/Regulatory/Docketbk/2011/11-040.html>.

Under the Settlement Agreement, EnergyNorth must report its performance against three customer service targets: the timely answering of incoming customer calls, the number and duration of bills held, and customer satisfaction levels. The targets and reporting requirements remain in effect until EnergyNorth's next rate case is concluded.

The Settlement Agreement also acknowledges and retains the reporting requirements and penalties established for Granite State Electric in its recent rate case, DE 16-383. *See* Order No. 26,005 (April 12, 2017). It permits a change of Granite State Electric's customer satisfaction survey vendor. It narrows the list of recipients and requires electronic filing of the reports via the Commission's electronic filing system.

The Commission found the terms of the Settlement reasonable and in the public interest and approved it. In order to ensure that all interested parties receive notice of this docket and

have an opportunity to request a hearing, the Commission will delay the effectiveness of this approval until April 27, 2018. 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 April 13, 2018. Any party interested in responding to such comments and request for hearing shall do so no later than April 20, 2018. Following consideration of any comments and request for hearing received, the Commission may further extend the effective date of its approval. The Commission's approval shall become final and effective on April 27, 2018, unless the Commission orders otherwise.