

STATE OF NEW HAMPSHIRE

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**PUBLIC UTILITIES COMMISSION**

21 S. Fruit St., Suite 10  
Concord, N.H. 03301-2429

January 20, 2021

Re: DW 20-117, Hampstead Area Water Company, Inc.  
Request for Change in Rates  
Remote Hearing Guidelines

To the Parties:

Due to the current state of emergency related to the COVID-19 pandemic, the Commission will be conducting the event scheduled in this matter (referred to generically as “hearing”) remotely, using Webex video conferencing. To facilitate that remote hearing, the Commission has adopted the following “Remote Hearing Guidelines.”

- a. Unless the Commission has approved special accommodations prior to the hearing, to speak during the hearing, attorneys and any other persons wishing to speak on behalf of a participant must be video-enabled. Parties will be sent a link to the Webex video conference in advance that will enable them to join the hearing. All are encouraged to use a hard-wired, not a wireless, Internet connection and a good quality wired microphone. Access may be facilitated if participants download and test the Webex software in advance of the hearing.
- b. No later than 4:30 p.m., at least 2 business days prior to the date the hearing is scheduled, each person wishing to speak for, or on behalf of, a participant during the hearing must register with the moderator<sup>1</sup> at [PUCWebModerator@puc.nh.gov](mailto:PUCWebModerator@puc.nh.gov) by sending an email with a subject heading that lists the docket number, hearing date, and name of participant. Each participant should submit one email identifying all individuals who will speak (attorneys, subject-matter experts, etc.) on their behalf, listing the name, email address, and telephone number of each individual.
- c. No later than 4:30 p.m., at least 2 business days prior to the date the hearing is scheduled, parties must advise the Commission by email sent to [Executive.Director@puc.nh.gov](mailto:Executive.Director@puc.nh.gov) and the service list only if they will be discussing or introducing confidential information during the hearing. If so, parties should identify the confidential information in question.

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<sup>1</sup> The moderator is a staff member assigned to aid the Commission with the technological aspects of the remote hearing.

- d. Hearing participants must join the Webex conference at least 15 minutes before the scheduled commencement of the hearing to verify their names and affiliations, resolve any technical issues, and discuss any necessary preparations prior to the commencement of the hearing.
- e. A stenographer will make a record of each of the Commission's remote hearings. Therefore, during the hearing, all participants must choose the "mute" option when they are not speaking to ensure the best sound quality. The moderator will mute any participant causing noise interference.
- f. Although participants must mute their microphones when not speaking, participants wishing to make an objection may unmute for that purpose. For any other issue, anyone wishing to speak should raise their hand first and should only speak after being recognized to do so by the presiding officer.
- g. All non-active participants who have not emailed the moderator ahead of time with a request to speak will be placed in "attendee" mode, which will deactivate their microphone and video feed, to make it easier for other participants and the Commissioners to focus on the speakers during the hearing and to reduce network saturation. When doing so, non-active participants will still be able to view and hear the hearing.
- h. Each participant must clearly identify him- or herself before speaking and identify any other persons present at the participant's location. Speakers are advised to face their camera and speak slowly, with frequent pauses, to ensure accurate transcription.
- i. The Commission does not recommend the use of "private chat" to facilitate attorney/client consultations.
- j. Any participant experiencing difficulties obtaining access to, or participating in, the hearing should call the Commission at (603) 271-2431.
- k. Although the Commission will, if necessary, address any confidential matters separately at a single time during the hearing, the Commission may also need to do so at other times during the hearing, at which time public access to the hearing will be suspended. The public and parties who do not have a right to confidential information will not be able to participate in the hearing when this occurs for so long as confidential information is being addressed during the hearing.

The Commission may issue further directives as necessary.

Sincerely,



Debra A. Howland  
Executive Director

## Service List - Docket Related

Docket#: 20-117

Printed: 1/20/2021

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