

THE STATE OF NEW HAMPSHIRE

PUBLIC UTILITIES COMMISSION

DRM 10-296

RULEMAKING

Puc 1200, Uniform Administration of Utility Customer Relations

ORDER OF NOTICE

On February 7, 2011, the Commission voted pursuant to RSA 541-A to initiate a rulemaking for N. H. Code Admin. Rules PART Puc 1200, Uniform Administration of Utility Customer Relations Rules. The Commission's Initial Proposal represents a readoption of the existing Puc 1200 rules with amendments. The proposed amendments are intended to clarify the definition of medical emergency situations, set forth medical emergency certification procedures for customers and utilities, and establish procedures for the disconnection of utility service to medical emergency customers and customers whose medical emergency certifications have expired. Upon approval, the proposed amended rule will replace the current version of Puc 1200.

A rulemaking notice form (Notice), as required by RSA 541-A:6, was filed with the Office of Legislative Services on February 22, 2011. The Notice sets forth a date for a public hearing to be held at the Commission and a deadline for submission of written comments. That notice is appended hereto.

A copy of the Rulemaking Notice will be sent to all regulated utilities and to those parties previously requesting notice of rulemakings pertaining generally to utility service and customer relations. Pursuant to RSA 541-A:6, III, notice will also be provided by public notice advertisement in a publication of daily statewide circulation.

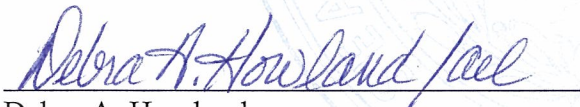
The readoption with amendment Initial Proposal may be viewed on the Commission website, <http://www.puc.nh.gov/Regulatory/Docket/2010/10-296.htm>, or copies may be obtained from the Commission as set forth in the Notice.

Based upon the foregoing, it is hereby

ORDERED, that a Public Hearing, pursuant to 541-A:11, be held before the Commission located at 21 South Fruit Street, Suite 10, Concord, New Hampshire on April 5, 2011 at 10:00 a.m., and that the deadline for submission of materials in writing or via e-mail shall be April 22, 2011, as set forth in the Notice; and it is

FURTHER ORDERED, that pursuant to RSA 541-A:6, III, the Commission shall undertake a public notice advertisement by publishing a copy of this Order together with the Notice no later than March 8, 2011, in a newspaper with a daily statewide circulation, publication to be documented by affidavit filed with the Commission on or before April 4, 2011.

By order of the Public Utilities Commission of New Hampshire this twenty-eighth day of February, 2011.



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 South Fruit Street, Suite 10, Concord, New Hampshire 03301; 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.

APPENDIX II-C

RULEMAKING NOTICE FORM

Notice Number _____

Rule Number Puc 1200

<p>1. Agency Name & Address:</p> <p>Public Utilities Commission 21 South Fruit Street Suite 10 Concord, NH 03301</p>	<p>2. RSA Authority: <u>RSA 365:8, VII & XII</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 **Puc 1200 - UNIFORM ADMINISTRATION OF CUSTOMER RELATIONS**

6. (a) Summary of what the rule says and the effect of the rule on those regulated:

Puc 1200 sets forth rules to simplify and standardize the administrative processes by which customers and public utilities interact. The rules are intended to increase the level of information and protection provided to both customers and utilities and to ensure, as far as is possible, the equal application of these rules by all utilities.

The proposed amendments clarify the definition of medical emergency situations, set forth medical emergency certification procedures for customers and utilities, and establish procedures for disconnection of utility service in the case of a customer whose medical emergency certification has expired.

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

With the exception of Puc 1204 and where otherwise noted, the Puc 1200 rules apply to any public utility providing electric, gas, sewer, steam, telephone, or water service to the public in the state of New Hampshire and their customers, excluding limited electrical energy producers as defined in RSA 362-A and their customers. Puc 1204 applies to public utilities providing electric, gas and steam service to residential customers; it does not apply to limited electrical energy producers as defined in RSA 362-A. With the exception of Puc 1203.07, Puc 1203.11, Puc 1203.12, Puc 1203.16, Puc 1204.01-1204.05, and Puc 1205, as such rules apply to residential customers only, these rules shall not apply to rural electric cooperatives for which a certificate of deregulation is on file with the Commission.

APPENDIX II-C (Continued)

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

Rule(s)	State Statute (RSA)	Federal Statute	Federal Regulation
Puc 1201-1202 Puc 1203.01-1203.04 Puc 1203.05-1203.07 Puc 1203.08-1203.09 Puc 1203.10-1204.06 Puc 1205	RSA 363-B; 365:8, VII & XII RSA 365:8, VII & XII RSA 363-B; 365:8, VI, VII & XII RSA 365:1 & 2 RSA 363-B:1 & 2; 365:8, VII & XII RSA 363-B; 365:8, VII & XII	none applicable	none applicable

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

Name: **Lynn Fabrizio, Esq.** Title: **Staff Attorney**
Address: **NH Public Utilities Commission** Phone #: **603-271-2431**
21 South Fruit Street Fax#: **603-271-4033**
Suite 10 E-mail: **lynn.fabrizio@puc.nh.gov**
Concord, NH 03301
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: **April 22, 2011**

☒ Fax ☒ E-mail ☒ Other format (specify): diskette

9. Public hearing scheduled for:

Date and Time: **April 5, 2011 at 10:00 a.m.**
Place: **Public Utilities Commission**
21 South Fruit Street, Suite 10
Concord, NH 03301

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

FIS # **FIS 11:019** dated **February 17, 2011**

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. They therefore do not violate Part I, Article 28-a of the N.H. Constitution by necessitating additional local expenditures by a political subdivision.**