



DE 18-148
Exhibit 12
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Michael Sheehan

From: Jessica Allen
Sent: Wednesday, August 29, 2018 5:26 PM
To: Patterson, Rorie; SM NH NH Coll Med Petition
Cc: SM NH PUC Inquiry; 'Noonan, Amanda'
Subject: RE: Judith Thompson
Attachments: Attachment 3 Motion-fromCourt.pdf; Attachment 1_Motion by J Tompson.pdf; Judith Thompson

Hi Rorie,

I actually spoke with Kathy about this earlier this afternoon. I visited Ms. Thompson earlier today, in an attempt to set up payment arrangements on her large past due balance. Someone was home, but did not come to the door. I left a letter stating that my intent was to set up an arrangement, and left contact information for myself and Christine Downing, the Sr. Manager of Customer Service. I would love to discuss with her, but as of yet she refuses to contact me, which prompted my drive down to Salem today.

I would be more than happy to attend a hearing with Ms. Thompson. She has said on multiple occasions that she has not received anything from us, but when we attempted to send documents she requested certified signature receipt mail it came back that she refused them. We are aware that she is unable to pay the balance in full, which is why we have made several attempts to contact her in order to discuss arrangements. Christine Downing and Susan Fleck have both called her multiple times each over the past week, on top of everything else. I'm at a loss on where to go from here if she will not discuss with us.

Please see below in red for my responses to your questions. If you would like, I would be happy to set up a call to discuss further.

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From: Patterson, Rorie [mailto:Rorie.Patterson@puc.nh.gov]
Sent: Wednesday, August 29, 2018 4:01 PM
To: SM NH PUC Inquiry <PUCInquiry@libertyutilities.com>; SM NH NH Coll Med Petition <NHCollMedPetition@libertyutilities.com>
Cc: Noonan, Amanda <Amanda.Noonan@puc.nh.gov>; Patterson, Rorie <Rorie.Patterson@puc.nh.gov>
Subject: RE: Judith Thompson

Can I please have the entire credit history for Ms. Thompson's account(s)? The record I have only goes from October 18, 2016, to April 18, 2018.

I will put together a history for the entire account as far back as we can go. Looks like we have balances that transferred over from National Grid from as far back as 2006, plus all history that we directly billed starting in 2014.

Can you please explain why, when, and how the company transferred the account into the landlord's name and, if applicable, why, when, and how the company transferred the account back into Ms. Thompson's name? Whose name is the account in now?

The owner of the condo was told by his lawyer to put services in his name when he received a notice from the Salem 10th Circuit District Court. This was a motion filed by Ms. Thompson. I've also attached the email from you and Jen Hemeon discussing the withdrawal of that motion. Because the Federal Court ruled that the new owner did not have to continue electric services in his name, the account was moved back into Judith's name.

What is the date of the company's most recent disconnect notice? The most recent notice would have been the notice you sent for the PUC approved disconnect. She was sent a medical past due notice on 8/1.

Can the company hand-deliver the documents supporting Ms. Thompson's balance directly to her (rather than using a mail delivery service)? I would be more than happy to drive down the documentation she requested tomorrow. I suspect that she will not answer her door, however. Are you comfortable with me leaving the packet, including her bills, in front of her apartment door?

Can the company confirm that Ms. Thompson's account is no longer coded medical, because her doctor told the company on or about June 26, 2018, to "shred" the medical certification? Did the company notify Ms. Thompson that her account was decertified? If so, please provide a copy of the notice. Allison Oniel spoke with Judith's doctor, who verbally advised her that he filled out the medical as a favor to Ms. Thompson, and that it was not valid. As of yet, I have not received written confirmation of this, and I have erred on the side of caution as we have received the documentation every year. She currently has an active medical, which will be removed once documentation from doctor has been received.

Ms. Thompson is of the opinion that her fuel assistance is her payment arrangement. Setting that aside, she also contends that her fuel assistance covers her usage. Can the company prepare a visual aid, including usage and payments by month for each year, to show what usage was not covered by fuel assistance or other payments? I would be happy to put together a history for her account. Fuel Assistance will only pay bills that are issued during the fuel season, however, so I'm confused as to why she would think it covered her year round. She also would have been told the dollar amount she was awarded.

Attachment 1: Motion by J Thompson to Salem Court.

Attachment 2: Email chain from you and Jen Hemeon with withdrawal information from Federal Court and discussion on how to handle account.

Attachment 3: Additional court paperwork received

Thank you.

Rorie

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From: Patterson, Rorie
Sent: Wednesday, August 29, 2018 3:17 PM
To: 'SM NH PUC Inquiry'; 'SM NH NH Coll Med Petition'
Cc: Patterson, Rorie; Noonan, Amanda
Subject: Judith Thompson

I just took a call from Ms. Thompson, who requested a hearing before the Commission on its approval of Liberty's petition to disconnect her electric service. Ms. Thompson contends that she received a notice of disconnect today, and that disconnect is scheduled to occur in 2 days. Ms. Thompson stated that she did not receive another notice of disconnect and mentioned the need for at least 14 days notice. Ms. Thompson disputes

her balance and says that she cannot enter into a payment arrangement because doing so would amount to her affirming that she owes the disputed amount. Ms. Tompson stated that she requested proof of her balance from the company but she hasn't received anything. Ms. Tompson does not understand why and how Liberty closed her account without her asking for it and put the services in her landlord's name. She said that she only learned that her account had been closed, when she received a final bill from Liberty. Ms. Tompson said that despite repeated requests, Liberty has not affirmed that the medical certification related to her account was accepted. She is looking for this confirmation in writing, I believe. Ms. Tompson said that she is afraid to call the company.

Can you please suspend disconnect activity on this account to give us some time to consider Ms. Tompson's request for a hearing? Thank you.

Rorie

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