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THE STATE OF NEW HAMPSHIRE



PUBLIC UTILITIES COMMISSION

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May 16, 2018

Judith Thompson
9 Lancelot Ct Apt 8
Salem, NH 03079

Re: Request for Permission to Disconnect Electric Service

Dear Ms. Thompson:

Liberty Utilities (Liberty) has requested permission from the New Hampshire Public Utilities Commission (Commission) to disconnect your electric service, which has been coded as a medical necessity. Your account balance at the time of the request was \$5,290.00.

The Commission and Liberty have reached out to you multiple times since the disconnection request was filed, by telephone and mail, to help you set up and abide by the terms of a payment arrangement. In spite of that outreach, you have not set up a payment arrangement or you have not complied with a payment arrangement that you set up. **Consequently, even with a valid medical emergency certificate, you are not protected from disconnection of your electric service.**

As described in N.H. Code of Administrative Rules, Chapter Puc 1200, Part Puc 1205, Puc 1205.02, a medical emergency certification, in conjunction with a payment arrangement for any past due balances, shall protect a customer's account from disconnection of service so long as the customer complies with the terms of the payment arrangement. **Since you do not have a payment arrangement, Liberty's request for permission to disconnect your electric service has been submitted to the Director of the Consumer Services and External Affairs Division for review and determination.**

It is important that you contact Liberty at 1-800-375-7413 or the Commission at 1-800-852-3793 to set up a payment arrangement as soon as possible. If you believe you cannot afford the payment arrangement terms offered by the utility, please contact your local welfare office to apply for financial assistance and a determination of how much you can afford to pay Liberty each month based on your financial circumstances. **Failure to make a payment arrangement may result in the disconnection of your electric service.**

Sincerely,

A handwritten signature in cursive script that reads "Eileen Hadley".

Eileen Hadley
Consumer Services and External Affairs Division

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