

**THE STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION**

**DRM 10-296**

**RULEMAKING**

**Puc 1200, Disconnection of Service**

**ORDER OF NOTICE**

On July 30, 2010, the Commission issued a report on regulatory requirements and utility practice regarding medical emergency customers. Among other things, the report reviewed electric utility policies and procedures regarding disconnection of service. In its report, the Commission announced its intent to address certain issues through a rulemaking proceeding, including the appropriate length of medical emergency certificates and standardizing the process for treating customers whose medical certificates lapse.

The rulemaking will entail additions and revisions to the N.H. Code Admin. Rules Puc 1200 rules, which prescribes utility and ratepayer protections and obligations, including the standards for disconnection of utility service to customers. Pursuant to N.H. Code Admin. Rules Puc 205.02, the Commission will circulate a proposed draft rule that will set forth an initial draft of new and revised rules governing regulatory requirements related to the disconnection of service, including procedures to facilitate communication between customers and their utility service providers with respect to potential medical emergency situations.

The proposed draft rule and subsequent docket filings, other than information for which confidential treatment is requested of or granted by the Commission, will be posted to the Commission's website at <http://www.puc.nh.gov/Regulatory/Docketbk/2010/10-296.html>.

The rulemaking concerns, *inter alia*, issues related to utility and customer protections and obligations concerning the disconnection of service; certification by physicians and mental health practitioners that a medical emergency would exist if service were disconnected; the length of time an emergency would exist if service were disconnected; utility reminder letters to customers when a pending initial certification has not been received and when current certifications are about to expire; and notice to customers once certification has expired and medical protection status has been removed from the account.

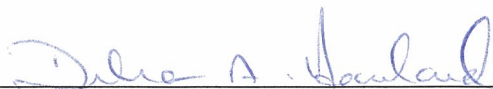
An initial technical session will be held to further assist in the rulemaking process, with the draft rule circulated no less than two weeks prior. Persons interested in participating in this rulemaking are encouraged to attend the technical session as scheduled below. In addition, comments on the draft rule may be submitted in writing to the attention of the Executive Director in hard copy, by electronic mail, or through our website portal at: [puc@puc.nh.gov](mailto:puc@puc.nh.gov). Comments may also be presented orally or in writing at the technical session.

**Based upon the foregoing, it is hereby**

**ORDERED**, that a Technical Session be held before the Commission located at 21 South Fruit Street, Suite 10, Concord, New Hampshire on January 4, 2011 at 9:00 a.m., at which the Staff of the Commission and any interested participants may review and provide comments concerning the draft rules on disconnection of service; and it is

**FURTHER ORDERED**, that the Commission shall notify all persons desiring to participate at this technical session by publishing a copy of this Order of Notice no later than December 14, 2010, in a newspaper with general circulation in those portions of the state in which operations are conducted, publication to be documented by affidavit filed with the Commission on or before January 4, 2011.

By order of the Public Utilities Commission of New Hampshire this ninth day of  
December, 2010.



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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 S. Fruit St., Suite 10, Concord, New Hampshire 03301-2429; 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.