

THE STATE OF NEW HAMPSHIRE



PUBLIC UTILITIES COMMISSION

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November 16, 2017

Michael J. Sheehan, Esq.
Liberty Utilities
15 Buttrick Road
Londonderry, NH 03053

Re: DG 11-040, Granite State Electric Company and EnergyNorth Natural Gas, Inc. d/b/a
Liberty Utilities; Customer Service Reports
Motion for Rehearing

Dear Attorney Sheehan:

On September 26, 2017, the Commission issued a Secretarial Letter which directed Liberty Utilities (Granite State Electric) Corp. and Liberty Utilities (EnergyNorth Natural Gas Corp.) (collectively, Liberty) to continue to provide certain customer service reports and work with Staff to develop a successor set of customer service metrics. On October 26, 2017, Liberty filed a motion for rehearing of the September 26th Secretarial Letter. Pursuant to RSA 365:21, the Commission hereby suspends the September 26th Secretarial Letter pending further consideration.

As the first step in such further consideration, the Commission requests that the Consumer Services and External Affairs Division provide a response to Liberty's Motion on or before December 8, 2017. Liberty may reply to Consumer Services' response on or before December 22, 2017.

After reviewing these submittals, the Commission will decide what, if any, further proceedings it will undertake to develop a sufficient record on which to decide the substance of Liberty's Motion for Rehearing, *i.e.* whether the directives contained in the Secretarial Letter (a) that Liberty continue to provide the customer service reports that have been provided in the past; and (b) that Liberty work with Staff to develop a mutually agreeable successor set of customer service metrics and reporting framework by December 1, 2017, should be vacated.

Sincerely,

Debra A. Howland
Executive Director

cc; Service List (Electronically)