

**From:** [REDACTED]  
**To:** [Ladwig, Alexandra](#); [ENGY: Proceedings](#)  
**Cc:** [Campbell, Matthew](#); [PUC: OCA Website Mail Account](#); [Kreis, Donald](#); [Crouse, Michael](#); [LaPerle, Lesley](#)  
**Subject:** Re: CPT 2023-001 Complaint of [REDACTED] against Unitil Energy Systems, Inc.  
**Date:** Friday, May 12, 2023 3:36:02 PM  
**Attachments:** [Bill \[REDACTED\].pdf](#)  
**Importance:** High

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**EXTERNAL:** Do not open attachments or click on links unless you recognize and trust the sender.

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To Whom it May Concern,

My apologies if this is not the formal process of adding to my complaint, but I would like to submit my most recent energy bill under the new plan to further show how excessive and exploitive the original plan prices are that were forced upon me simply by being a new customer.

As stated prior, my habits have not usage has not changed any remarkable way.

Thank you.

Please let me know if you need anything more formal.

I am looking forward to the resolve of this matter.

[REDACTED]

\*\*\*\*CONFIDENTIAL EMAIL\*\*\*\*

The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message

On May 4, 2023, at 10:00 AM, Ladwig, Alexandra  
<Alexandra.K.Ladwig@energy.nh.gov> wrote:

[proceedings@energy.nh.gov](mailto:proceedings@energy.nh.gov)




Customer [REDACTED]  
 Account Number [REDACTED]  
 Bill Date 05/10/23  
 Next Meter Read Date 06/06/23

AMOUNT DUE	PLEASE PAY BY
<b>\$117.99</b>	<b>06/05/23</b>

**OTHER WAYS TO PAY**

**UNI-PAY BANK DRAFT**  
 Sign up for automatic bank draft on the back of this bill or online at unitil.com

**ONLINE**  
 Pay and view your bill using our secure website at myaccount.unitil.com.

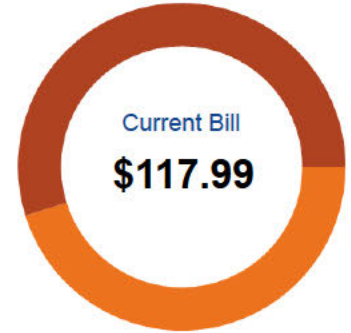


**BY PHONE**  
 Call (888) 301 7700 and follow the prompts.

**BILL SUMMARY**

Amount of Last Bill	\$321.82
Payment - Thank You 05/03/23	(\$956.32)
Balance Forward	\$0.00
Other Adjustments	\$634.50

Electric Service	\$53.32
Elec Supplier Service	\$64.67



USAGE AND DETAILS ON PAGE 3

# Never miss a payment.

Get started with Uni-Pay, Unitil's automatic bank draft option, and never worry about missing a monthly payment again.

[myaccount.unitil.com](http://myaccount.unitil.com)



1. Log in to your MyUnitil account and enroll in Uni-Pay by providing your bank account information typically found on the bottom of a blank check.
2. After enrolling in Uni-Pay, bills will be marked as "bank draft" in the amount due section and will be automatically drafted on the due date.

Questions about your bill? Visit [unitil.com](http://unitil.com) or call (888) 301 7700. More information on reverse.

Please pay upon receipt and by date listed below to avoid interest charges of 1.0% per month.

**PAYMENT INFO**

ACCOUNT NUMBER



AMOUNT DUE	PLEASE PAY BY	AMOUNT PAID
\$117.99	06/05/23	



**GO PAPERLESS - GO GREEN**  
 Take advantage of paperless billing!  
 More details online at [unitil.com/gopaperless](http://unitil.com/gopaperless)

UNITIL  
 P.O. BOX 981077  
 BOSTON, MA 02298-1077

800200000 [REDACTED] 0000117993

**Understanding your Bill**

**kWh - Kilowatt-Hour** - The electricity you use is measured in units called kilowatt-hours (kWh). One kWh equals the amount of electricity needed to light a 100-watt bulb for 10 hours.

**Meter Constant** - The number by which the reading on certain meters must be multiplied to obtain the actual total usage.

**Estimated Meter Reading** - If we are unable to read your meter, we will estimate your reading based on the history of usage at that service address. Any necessary adjustments will be made after the next actual reading to ensure you only pay for the energy you have used.

**Customer Charge** - Fixed charge that recovers the basic cost of providing service to customers regardless of energy use. It covers costs such as: metering, meter reading, billing, and account maintenance.

**Delivery Charge** - This charge covers the cost of delivering electricity to you, including transmission costs and costs of providing and maintaining our electric system (poles, wires, transformers and substations) that is capable of serving your needs.

**Demand Charge** (non-residential customers only) - The cost of providing electric distribution service to accommodate your largest electrical load.

**Energy Service Charge** - Covers the cost of power supplied to you by Unitil. This service is available to all customers taking service from Unitil. A customer who takes energy supply from a competitive supplier shall be eligible to return to energy service.

For all other charges, visit [www.unitil.com](http://www.unitil.com) for additional information.

Customer Information

Customer Service - [www.unitil.com](http://www.unitil.com) or call us at (888) 301-7700  
Business Hours- Monday- Friday, 7:00a.m. to 7:00p.m. (Automated services available 24 hours a day)

Assistance Programs - Please contact us or visit our website at [unitil.com](http://unitil.com) for information on the Statewide Electric Assistance Program, Energy Efficiency Programs, or a list of agencies that can offer assistance in paying your bills.

Late payment charges will be waived for all qualified low-income customers. Payment plans are available to residential customers to help pay overdue portions of your bill. Please contact us to arrange if a payment problem should occur.  
Life Support Equipment - If someone in your home depends on electrically operated life support equipment, please let us know.

Your Right to Dispute Your Bill - If you think your bill is incorrect, call us before the due date. We will review your account and notify you of the results, in writing if you wish. If you are not satisfied with our response, you have the right to appeal in writing to the NH Department of Energy, Consumer Division Services (DOE) at 21 S. Fruit St., Suite 10, Concord, NH 3301-2429, or by phone at 1-800-852-3793

Disclaimer- A complete copy of the company's tariff which includes all rate schedules, terms and conditions, is available upon request or online at [unitil.com](http://unitil.com)

**IMPORTANT INFORMATION ABOUT YOUR RATES**

**Electric Default Service: G-1 Customers (60-day notice):**

Effective 8/1/2023, your Electric Energy Service prices will change. As the monthly price for the 8/1/2023 to 1/31/2024 period will be calculated based on hourly wholesale prices, the price will not be known until after the end of each calendar month.

**Electric Default Service: Non-G-1 Customers (60-day notice):**

Effective 8/1/2023, your Electric Energy Service prices will change for the period 8/1/2023-1/31/2024. We will notify you of the new rates in July.

Need help with winter heating bills? If you cannot pay your bill in full, call us for a payment plan.

AUTOMATIC BANK DRAFT OPTION – UNI-PAY

BANK NAME \_\_\_\_\_

NAME ON BANK ACCOUNT \_\_\_\_\_

BANK ACCOUNT NUMBER \_\_\_\_\_

**PLEASE INCLUDE A VOIDED CHECK, OTHERWISE WE WILL NOT BE ABLE TO PROCESS YOUR REQUEST.**

I authorize Unitil to instruct my bank to withdraw the amount of my bill directly from my checking account. I understand that if at any time I decide to terminate my participation in Uni-Pay, I will notify Unitil in writing at 5 McGuire St., Concord, NH 03301, Attn: Customer Service Department. I understand and agree that Unitil is not liable for any damages that result from a transfer made on a disputed bill if I do not contact Unitil at least 5 business days prior to the scheduled transfer date. I understand that my participation in Uni-Pay is subject to Unitil's approval and Unitil reserves the right, upon written notice to me, to terminate Uni-Pay and/or my participation in Uni-Pay. Unitil will send me a confirmation letter or email once I am enrolled in Uni-Pay.

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

**NOTE: If you have multiple accounts with Unitil, you will need to list each account number you want to include in the draft. Approximately one month after enrolling in Uni-Pay, bills marked as "bank draft" in the amount due area will be drafted on the due date from the bank account on file.**

**ELECTRIC SERVICE**



**ELECTRIC SERVICE**      PERIOD 04/06/23 - 05/08/23

Delivery Charges Residential		
Customer Charge		16.22
Delivery Charge	479.00 kWh x \$0.07044	33.74
Stranded Cost Charge	479.00 kWh x \$0.00002	0.01
Taxes & Surcharges		
System Benefits Charge	479.00 kWh x \$0.00700	3.35
<b>Total Current EL Charges</b>		<b>\$53.32</b>



**ELECTRIC SUPPLIER SERVICE**      PERIOD 04/06/23 - 05/08/23

Supplier Charges		
Think Energy EI	479.00 kWh x \$0.13500	64.67
<b>Total Current SS Charges</b>		<b>\$64.67</b>

	Meter Number	Meter Reading Previous	Meter Reading Present	Meter Constant	Metered Usage	Number of Days	Metered Demand	Rate Code
Residential	501808	18902	19381		479.00 kWh	32		D

Electric Usage (kWh)

Previous Year    Current Year

