

Notice Number _____ Number En 1200

1. Agency Name _____ Authority: RSA 12-P:5, IV; RSA 363-B; RSA 365:1 & 2

Edit. These are substantive authority statutes, not rulemaking authority, and should be deleted. But see also RSA 365:8, I(l), which is rulemaking authority that may be applicable to implement RSA 365:1 & 2.

**Department of Energy
21 S. Fruit St., Ste. 10
Concord, NH 03301**

3. Federal Authority: _____

4. Type of Action:
Adoption X
Repeal _____
Readoption _____
Readoption _____

Unclear. The summary is incomplete, compared to prior Department notices where, as here, the proposed new rules cover the same subject matter as an existing PUC rule chapter, and the Department and PUC had to work together under RSA 12-P:3, II. En 1200 seems to address the same subject matter as Puc 1200. See, for example, the Department notices for En 600 (NN 2023-204) and En 700 (NN 2023-205) in the 8-31-23 *Register*, where the notices explained how the substance of the rules was the same as, or modified from, Puc 600 and Puc 700. See also notices for En 1300 in NN 2022-53 in the 4-14-22 *Register*; En 1400 in NN 2023-94 in the 4-13-23 *Register*, and En 500 in NN 2023-113 in the 5-11-23 *Register*.

5. Short Title: **Uniform Administration of Utility Customer Relations**

6. (a) Summary of what the rule says and of any proposed amendments to state statute for the first time:
The Department of Energy is proposing to adopt En 1200, which will simplify and standardize the administrative processes by which public utilities interact in order to increase the level of information and protection provided to both, and to ensure, as far as is possible, the equal application of those rules by all public utilities.

6. (b) Brief description of the groups affected:
As stated in proposed En 1201.02, these rules affect public utilities providing electric, gas, sewer, or water service in the State of New Hampshire. The rules also encompass certain rights and remedies of their customers.

6. (c) Specific section or sections of state statute or regulation which the rule is intended to implement:
Edit. For consistency, instead of "to", use a hyphen as in the other rows.

RULE NUMBER	STATUTE IMPLEMENTED
En 1201 to En 1202	RSA 12-P:5, IV; RSA 363-B
En 1203.01 – En 1203.04	RSA 12-P:5, IV
En 1203.05 – En 1203.07	RSA 12-P:5, IV; RSA 363-B
En 1203.08 to En 1203.09	RSA 12-P:5, IV; RSA 365:1 & 2
En 1203.10 – En 1204.06	RSA 12-P:5, IV; RSA 363-B:1 & 2
En 1205	RSA 12-P:5, IV; RSA 363-B

7. Contact person for copies and questions including requests to accommodate persons with disabilities:

Name: **Marie-Helene B. Bailinson, Esq.** Title: **Hearings Examiner**

Mailing Address: **21 S. Fruit St., Ste. 10
Concord, NH 03301** Phone #: **603-271-7524**

Fax#: _____ E-mail: **marie-helene.b.bailinson@energy.nh.gov**

TTY/TDD Access: Relay NH 1-800-735-2964 or dial 711 (in NH)

8. Deadline for submission of materials in writing or, if practicable for the agency, in the electronic format specified: **March 26, 2024**

Fax

E-mail

Other format (specify):

9. Public hearing scheduled for:

Date and Time: **Monday, March 18, 2024 at 10:00 a.m.**

Physical Location: **Hearing Room A
Dept. of Energy
21 S. Fruit Street
Concord, NH 03301**

Electronic Access (if applicable):

Edit. Missing electronic access. Say "N/A" if none is available.

10. Fiscal Impact Statement (Prepared by Legislative Budget Assistant):

FIS # 24:007, dated 1/23/24

1. Comparison of the costs of the proposed rule(s) to the existing rule(s):

Not applicable these are new rules.

2. Cite the Federal mandate. Identify the impact on state funds:

No federal mandate, no impact on state funds.

3. Cost and benefits of the proposed rule(s):

There is no cost or benefit attributable to the proposed rules. Any cost or benefit would be attributable to RSA 12-P and not the rules.

A. To State general or State special funds:

None.

B. To State citizens and political subdivisions:

None.

C. To independently owned businesses:

None.

11. Statement Relative to Part I, Article 28-a of the N.H. Constitution:

The proposed rules do not mandate or assign any new, expanded, or modified programs or responsibilities to any political subdivision of the State of New Hampshire, and therefore do not violate Part I, Article 28-a of the N.H. Constitution by necessitating additional local expenditures by a political subdivision.