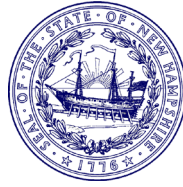


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## En 1200 Uniform Administration of Utility Customer Relations

### Summary of Comments on Initial Proposal with Responses

March 18, 2024

In accordance with the Appendix II-C Rulemaking Notice, the Department held a public comment hearing on March 18, 2024, and allowed written comments through March 26, 2024.

Substantive public comments made either at the hearing, in writing, or both are as follows:

There was one request to add language to En 1203.15(d)(2)(a) relative to the limitations set out for denial of utility service to commercial customer businesses. As expressed by the Company, there have been examples of commercial customers who have arrearages and are disconnected but then place their accounts under a different LLC with a new listed member. The Company requesting the added language to En 1203.15(d)(2)(a) expressed that the above scenario created a potential "loophole," in the rules as initially proposed under the name swapping limitations at En 1203.15(d)(2) and that proposed added language would address this. The Company proposed adding language that a utility may deny new non-residential utility service to any applicant due to outstanding arrearages with a particular utility for prior service furnished in the name of the person other than the applicant when that person and the applicant were principals of a business at the address the arrearage was incurred "***or the same business continues to operate at that address and there is no evidence of a change in majority ownership or effective control of that operating business.***"

After fully considering these comments in deliberations by the Department this public comment was adopted as noted above.