

From: Nathan Webster <rahfa@comcast.net>
Sent: Friday, March 27, 2015 5:03 PM
To: PUC - Executive.Director
Subject: Adding my name to Docket 15-079, Unitil Electric

Hello Debra,

I had previously sent this to the "puc@puc.nh.gov" address but wanted to email you directly. I talked to your office yesterday.

I am emailing to add my name to Docket 15-079, regarding Unitil's "right" to backdate electric charges because I switched to a competitive supplier.

Today I got my bill, and there is a (badly) photocopied letter that somewhat explains this situation. It provides an itemized list of the backdated charges, but the explanation is confusing - and certainly doesn't explain why they have the right to re-price electricity I already paid for. I can forward it if you like.

I know they have the "right" to do this due to a nine-year-old "tariff." But that was certainly not honestly presented at any stage in the process - and it's obviously no coincidence that they chose the most profitable time to do this.

As you know, it is not clear on their website that there will be a backdated charge upon making this change - nor does it appear on the online bill. It simply is added as an additional balance to my current bill.

I have no problem with their right to charge - and had I been told this clearly as part of my research (and I went to the FAQs and it was not evident anywhere) - I would have probably done the same thing and paid the balance they expect. Or maybe I would have changed my mind. Who knows. But at least I could have made an informed decision.

However, the fact that they back-doored this, avoided clearly stating what would happen, and were clearly and deliberately deceptive is no different than picking my pocket.

I want to add my name to what I hope will be a growing number of complaints. I hope the Public Utility Commissioners takes seriously their responsibility to protect the interests of New Hampshire customers ahead of a businesses right to conduct dishonest and deceptive practices.

My information is:

Nathan Webster
192 Winnicutt Rd
#2
Stratham, NH 03885
[REDACTED]

Unitil Acct. #: [REDACTED]

The extra charge is \$191. The money is not an issue - it's the point that they are essentially using legalese and deception to steal from me, and I expect the NH PUC to demand they credit customers, and be far, far more transparent in the future.

Please let me know who else I should contact or what else I can do.

All best,
Nathan Webster