AGREEMENT

This agreement is entered into as of this date, by and between the Consumer Services and External Affairs Division of the New Hampshire Public Utilities Commission and the following electric, gas, and water utilities operating in the State of New Hampshire:

Public Service of New Hampshire d/b/a Eversource Energy
Unitil Energy Systems, Inc.
Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities
New Hampshire Electric Cooperative, Inc.

Northern Utilities, Inc.
Liberty Utilities (EnergyNorth Natural Gas) Corp., d/b/a Liberty Utilities

Abenaki Water Company, Inc.
Aquarion Water Company of New Hampshire, Inc.
Forest Edge Water Company, Inc.
Hampstead Area Water Company, Inc.
Lakes Region Water Company, Inc.
Mill Brook Village Water System
Pennichuck East Utility, Inc.
Pennichuck Water Works, Inc.
Pittsfield Aqueduct Company, Inc.
West Swanzey Water Company, Inc.

and by the following non-utility participants in IR 20-089, New Hampshire Public Utilities Commission's Investigation into Effects of the COVID-19 Emergency Utilities and Utility Customers:

The Office of the Consumer Advocate
New Hampshire Legal Assistance
LISTEN

Hereinafter, collectively referred to as the Parties.

Whereas, the Governor of New Hampshire declared a state of emergency in Executive Order 2020-04 on March 13, 2020, which state of emergency remains in effect today per Executive Order 2020-17; and

Whereas, pursuant to Executive Order 2020-04, the Governor issued Emergency Order #3, due to COVID-19, which temporarily prohibited utility disconnections; and

Whereas, the Governor's Emergency Order #58 issued June 30, 2020 terminated Emergency Order #3; and

Whereas Emergency Order #58 further provided that the New Hampshire utilities whose rates are regulated by the New Hampshire Public Utilities Commission and the New Hampshire Electric Cooperative, which includes all the utilities listed above, "shall offer payment arrangements, refrain from charging late fees, and begin normal collection activity and disconnections consistent with an agreement between a utility or utilities and the Commission's Consumer Services and External Affairs Division, subsequent order of the Commission, and/or rules adopted by the Commission pursuant to RSA 541-A."

Now therefore, the Parties agree to the following terms, conditions and timeframes for customer collections and disconnection:

FOR GAS AND ELECTRIC CUSTOMERS

Commercial customers:

- Soft collections shall continue until August 31, 2020
  - Soft collections is defined by the utilities as communications with customers with an arrearage that would qualify them for disconnection where the communication is intended to advise those customers of the arrearages and the means of addressing those arrearages, but without suggesting that the customer is eligible for disconnection.

- Disconnection notices shall resume on or after September 15, 2020

- Late payment charges shall not be assessed until on or after March 31, 2021

- No late payment charges shall be charged if a customer establishes a payment arrangement

- No deposits shall be collected from existing customers through December 31, 2020; deposit requests for new accounts can begin September 21, 2020

- 12-month payment arrangements shall be offered through December 31, 2020, with a one-time opportunity to catch up a missed payment and retain the payment arrangement

Residential customers:

- Soft collections shall continue until September 30, 2020
  - Soft collections is defined by the utilities as communications with customers with an arrearage that would qualify them for disconnection where the communication is intended to advise those

customers of the arrearages and the means of addressing those arrearages, but without suggesting that the customer is eligible for disconnection

- Disconnection notices shall resume on or after October 13, 2020

- Late payment charges shall not be assessed until on or after March 31, 2021

- No late payment charges shall be charged if a customer establishes a payment arrangement

- No deposits shall be collected from existing customers until April 1, 2021

- 12-month minimum payment arrangements shall be offered through March 31, 2021, with at least one opportunity to catch up a missed payment and retain the payment arrangement, and depending on the circumstances, the utility may reasonably offer more than one opportunity

- No requests to disconnect medical accounts shall be made until April 1, 2021

Residential Financial Hardship (FH) customers, meaning customers facing financial hardship as defined in Puc 1202.09, as expanded for self-certification as detailed below:

- In addition to Puc 1202.09, financial hardship qualification for the purpose of this agreement can be defined by customer participation in any of the programs listed in the attachment to this agreement

- No disconnect notices shall be sent to FH customers until at least April 1, 2021

- No deposits shall be required for FH customers (Per current Puc 1200 rules) and no late payment charges shall be assessed for FH customers (Per current Puc 1200 rules)

- Utilities shall offer longer payment plans (up to 24 months) through July 31, 2021 as an option with no down payment required, with:

    - the opportunity to renegotiate an existing payment plan when circumstances change and the payment may no longer be affordable, and

        - the opportunity to enter into the same, long-term flexible payment arrangement at least once, and even more than once when appropriate in the customer's circumstances.

- Utilities shall undertake proactive ongoing communication to FH customers through spring 2021 to encourage customers to contact their utilities and enroll in payment plan(s).

- Customers shall be afforded the one time-opportunity to self-certify as FH by indicating that they are experiencing financial challenges. This self-certification shall protect their account from disconnection for non-payment for 60 calendar days to allow for the customer to obtain and provide FH documentation to the company or social agency for approval. Self-certification will be permitted when disconnection notices for non-hardship customers resume and will cease on June 30, 2021.

    - Should the customer not provide FH documentation during the 60-day period, the customer will return to normal collections processes. Depending on the circumstances, upon customer request, the customer shall be afforded one opportunity for an additional 10 calendar days protection from disconnection during the winter period in order to obtain and provide FH documentation to the company or social agency for approval.

    - Nothing in this agreement shall prevent customers from providing evidence of FH to the utility after the 60-day self-certification period ends.

    - Once documentation is received and verified against the Financial Hardship list (attached to this agreement) and as may be amended from time to time, all hardship protection as defined by the Puc 1200 rules and this agreement will apply.

- In addition to plans available to all residential customers during and following the winter period under the Puc 1200 Rules, customers who claim financial hardship during the winter period shall be offered an extended (up to 24 months) COVID payment plan once the documentation has been received and verified by the Company against the Financial Hardship list (attached to this agreement) and as may be amended from time to time.

FOR WATER CUSTOMERS

Recognizing that the customer service systems of the state's water utilities have certain limitations in differentiating between commercial and residential accounts, as well as limitations

in differentiating FH customers from other customers, the Parties agree to the following terms, conditions and timeframes for customer collections and disconnection for water utilities:

Commercial and Residential Customers:

- Soft collection efforts shall begin on or after September 14, 2020.

- Disconnection notices shall resume on or after October 12, 2020.

  No late payment charges shall be charged on balances accruing before March 31, 2021.

- No late payments shall be charged if a customer establishes a payment arrangement.

- A 12-month minimum payment arrangement shall be offered through March 2021, with at least one opportunity to catch up a missed payment and retain the payment arrangement, and depending on the circumstances, the utility may reasonably offer more than one opportunity.

Residential Financial Hardship (FH) customers, meaning customers facing financial hardship as defined in Puc 1202.09, as expanded for self-certification as detailed below:

- Water utilities will abide by the same self-certification process as defined for the gas and electric utilities subject to the following exceptions:

  - Water utilities do not differentiate between FH and non-FH customers in their systems for the purpose of sending disconnection notices. Accordingly, water utilities will not extend the moratorium on disconnection notices for FH customers to April 2021.

  - In light of the immediately preceding exception, water utilities will also not be engaged in special proactive ongoing communication to FH customers through spring 2021. Rather, all customers will be receiving the same ongoing communications regarding arrearages and payment plans.

  - Any customer that is identified as FH will be offered an extended (up to 24 month) payment plan,

All Gas and Electric utilities shall undertake proactive ongoing communications to all customers to encourage customers to contact their utilities to enroll in a payment plan. All Water utilities

will undertake similar communications, appropriately scaled to their size and number of customers

IN WITNESS WHEREOF, the Parties have caused this Agreement to be duly executed in their respective names by their agents, each being fully authorized to do so on behalf of their principal.

NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION CONSUMER AFFAIRS AND EXTERNAL COMUNICATIONS DIVISION

By: _____ Date: 09/08/2020

Paul B. Dexter, Esq.
Staff Attorney

LIBERTY UTILITIES (GRANITE STATE ELECTRIC) CORP.
D/B/A LIBERTY UTILITIES

By: _____ Date: _____

Michael Sheehan, Esq.
Senior Counsel

NEW HAMPSHIRE ELECTRIC COOPERATIVE, INC.

By: _____ Date: _____

Mark W. Dean, Esq.

PUBLIC SERVICE COMPANY OF NEW HAMPSHIRE D/B/A EVERSOURCE ENERGY

By: _____ Date: _____

Matthew Fossum, Esq.
Senior Regulatory Counsel

UNITIL ENERGY SYSTEMS, INC.

By: _____ Date: _____

Gary Epler, Esq.
Chief Regulatory Counsel

will undertake similar communications, appropriately scaled to their size and number of customers

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NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION CONSUMER AFFAIRS AND EXTERNAL COMUNICATIONS DIVISION

By: _____ Date: _____
Paul B. Dexter, Esq.
Staff Attorney

LIBERTY UTILITIES (GRANITE STATE ELECTRIC) CORP.
D/B/A LIBERTY UTILITIES

By: _____ Date: 9/8/2020
Michael Sheehan, Esq.
Senior Counsel

NEW HAMPSHIRE ELECTRIC COOPERATIVE, INC.

By: _____ Date: _____
Mark W. Dean, Esq.

PUBLIC SERVICE COMPANY OF NEW HAMPSHIRE D/B/A EVERSOURCE ENERGY

By: _____ Date: _____
Matthew Fossum, Esq.
Senior Regulatory Counsel

UNITIL ENERGY SYSTEMS, INC.

By: _____ Date: _____
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By: _____ Date: _____
Paul B. Dexter, Esq.
Staff Attorney

LIBERTY UTILITIES (GRANITE STATE ELECTRIC) CORP.
D/B/A LIBERTY UTILITIES

By: _____ Date: _____
Michael Sheehan, Esq.
Senior Counsel

NEW HAMPSHIRE ELECTRIC COOPERATIVE, INC.

By: _____ Date: 9/9/20
Mark W. Dean, Esq.

PUBLIC SERVICE COMPANY OF NEW HAMPSHIRE D/B/A EVERSOURCE ENERGY

By: _____ Date: _____
Matthew Fossum, Esq.
Senior Regulatory Counsel

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Staff Attorney

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D/B/A LIBERTY UTILITIES

By: _____ Date: _____
Michael Sheehan, Esq.
Senior Counsel

NEW HAMPSHIRE ELECTRIC COOPERATIVE, INC.

By: _____ Date: _____
Mark W. Dean, Esq.

PUBLIC SERVICE COMPANY OF NEW HAMPSHIRE D/B/A EVERSOURCE ENERGY

By: Date: __September 8, 2020___
Matthew Fossum, Esq.
Senior Regulatory Counsel

UNITIL ENERGY SYSTEMS, INC.

By: _____ Date: _____
Gary Epler, Esq.
Chief Regulatory Counsel

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By: _____ Date: _____
Michael Sheehan, Esq.
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NEW HAMPSHIRE ELECTRIC COOPERATIVE, INC.

By: _____ Date: _____
Mark W. Dean, Esq.

PUBLIC SERVICE COMPANY OF NEW HAMPSHIRE D/B/A EVERSOURCE ENERGY

By: _____ Date: _____
Matthew Fossum, Esq.
Senior Regulatory Counsel

UNITIL ENERGY SYSTEMS, INC.

By: for Date: September 9, 2020
Gary Epler, Esq.
Chief Regulatory Counsel

LIBERTY UTILITIES (ENERGYNORTH NATURAL GAS) CORP.
D/B/A LIBERTY UTILITIES

By: _____ Date: 9/8/2020
Michael Sheehan, Esq.
Senior Counsel

NORTHERN UTILITIES, INC.

By: _____ Date: _____
Gary Epler, Esq.
Chief Regulatory Counsel

ABENAKI WATER COMPANY, INC.

By: _____ Date: _____
Don Vaughn
President, New England Service Company

AQUARION WATER COMPANY OF NEW HAMPSHIRE, INC.

By: _____ Date: _____
Matthew Fossum, Esq.
Senior Regulatory Counsel

FOREST EDGE WATER COMPANY, INC.

By: _____ Date: _____
Nathaniel Sullivan
President

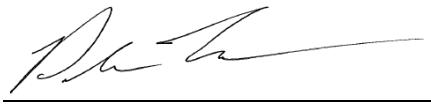
HAMPSTEAD AREA WATER COMPANY, INC.

By: _____ Date: _____
Anthony Augeri, Esq.
General Counsel

LIBERTY UTILITIES (ENERGYNORTH NATURAL GAS) CORP.
D/B/A LIBERTY UTILITIES

By: _____ Date: _____
Michael Sheehan, Esq.
Senior Counsel

NORTHERN UTILITIES, INC.

By:  for Date: September 9, 2020
Gary Epler, Esq.
Chief Regulatory Counsel

ABENAKI WATER COMPANY, INC.

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President, New England Service Company

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Chief Regulatory Counsel

ABENAKI WATER COMPANY, INC.

By: _____ Date: 9/9/20
~~Don Vaughn~~ Nicholas LaChance
President, New England Service Company

AQUARION WATER COMPANY OF NEW HAMPSHIRE, INC.

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Senior Regulatory Counsel

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Chief Regulatory Counsel

ABENAKI WATER COMPANY, INC.

By: _____ Date: _____
Don Vaughn
President, New England Service Company

AQUARION WATER COMPANY OF NEW HAMPSHIRE, INC.

By: _ Date: __September 8, 2020___
Matthew Fossum, Esq.
Senior Regulatory Counsel

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Nathaniel Sullivan
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Matthew Fossum, Esq.
Senior Regulatory Counsel

FOREST EDGE WATER COMPANY, INC.

By: _____ Date: _____
Nathaniel Sullivan
President

HAMPSTEAD AREA WATER COMPANY, INC.

By: _____ Date: 9/8/20
Christine Lewis Morse
Vice President

LAKES REGION WATER COMPANY, INC.

By: _____ Date: 9/8/2020
Tom Mason
President

MILL BROOK VILLAGE WATER SYSTEM

By: _____ Date: _____
James Ingram
Owner

PENNICHUCK EAST UTILITY, INC.
PENNICHUCK WATER WORKS, INC.
PITTSFIELD AQUEDUCT COMPAY, INC.

By: _____ Date: _____
Donald Ware
Chief Operating Officer

WEST SWANZEY WATER COMPANY, INC

By: _____ Date: _____
Sarah Brown
President

THE OFFICE OF CONSUMER ADVOCATE

By: _____ Date: _____
D. Maurice Kreis, Esq.
Consumer Advocate

NEW HAMPSHIRE LEGAL ASSISTANCE

By: _____ Date: _____

Raymond Burke, Esq.
Stephen Tower, Esq.

LAKES REGION WATER COMPANY, INC.

By: _____ Date: _____
Tom Mason
President

MILL BROOK VILLAGE WATER SYSTEM

By: _____ Date: _____
James Ingram
Owner

PENNICHUCK EAST UTILITY, INC.
PENNICHUCK WATER WORKS, INC.
PITTSFIELD AQUEDUCT COMPAY, INC.

By: Donald Ware Date: 9/10/2020
Donald Ware
Chief Operating Officer

WEST SWANZEY WATER COMPANY, INC

By: _____ Date: _____
Sarah Brown
President

THE OFFICE OF CONSUMER ADVOCATE

By: _____ Date: _____
D. Maurice Kreis, Esq.
Consumer Advocate

NEW HAMPSHIRE LEGAL ASSISTANCE

By: _____ Date: _____

Raymond Burke, Esq.
Stephen Tower, Esq.

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Tom Mason
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By: _____ Date: _____
Donald Ware
Chief Operating Officer

WEST SWANZEY WATER COMPANY, INC

By: _____ Date: _____
Sarah Brown
President

THE OFFICE OF CONSUMER ADVOCATE

By: _____ Date: September 8, 2020
D. Maurice Kreis, Esq.
Consumer Advocate

NEW HAMPSHIRE LEGAL ASSISTANCE

By: _____ Date: _____

Raymond Burke, Esq.
Stephen Tower, Esq.

LAKES REGION WATER COMPANY, INC.

By: _____ Date: _____
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Chief Operating Officer

WEST SWANZEY WATER COMPANY, INC

By: _____ Date: _____
Sarah Brown
President

THE OFFICE OF CONSUMER ADVOCATE

By: __ _____ Date: _____
D. Maurice Kreis, Esq.
Consumer Advocate

NEW HAMPSHIRE LEGAL ASSISTANCE

By: __*/s/ Raymond Burke*_____ Date: _____9/9/2020_____

Raymond Burke, Esq.
Stephen Tower, Esq.

Raymond Burke, Esq.
Stephen Tower, Esq.

LISTEN Community Services

By: __*/s/ Angela Zhang*_____ Date: __9/8/2020_____
Angela Zhang
Program Director

FINANCIAL HARDSHIP CODING

- Aid to Permanently and Totally Disabled (APTD)-GOVERNMENT
- Aid to the Needy Blind
- Catholic Charities- **Financial Work Up***
- Child Care Assistance/Scholarships
- Commodity Surplus Foods Program (for women, infants and children)-STATE
- Disability social security
- Easter Seals- **Financial Work Up* (Veterans count is part of Easter Seals)**
- Elderly Commodity Surplus Foods Program-STATE
- Electric Assistance Program -FUEL
- Families in Transition
- Family Assistance Program (FAP)
- Financial Assistance to Needy Families (FANF)
- Food Stamps (Supplemental Nutrition Assistance Program or "SNAP")-GOVERNMENT
- Front door- (Nashua Area)- **Financial Work Up***
- Fuel Assistance Program- **Financial Work Up***
- Head Start Program-STATE
- Healthy Kid (Partners in Health)-STATE
- Housing Relief Program -STATE
- Housing Choice Voucher Program (Section 8)-STATE
- Listen
- Jaden's ladder- (woman with domestic violence) Portsmouth-**Financial work up***
- Medicaid-GOVERNMENT
    - Granite Advantage Health Care Program
    - NH Healthy Families
    - Well Sense
    - AmeriHealth Caritas NH
    - "MEAD" (Medicaid for Employed Adults with Disabilities)
    - In & Out Medical Assistance
- Medicare Savings Programs
    - Qualified Medicare Beneficiary Program or QMB
    - Specified Low-Income Medicare Beneficiary Program or SLMB
- Medicare "Extra Help" Program
- Merrimack Valley Assistance-**Financial Work Up***
- NHN-FUEL
- Old Age Assistance-State
- Pandemic EBT (P-EBT) Benefits (temporary use until no longer available)
- Reduced Lunch Program-SCHOOL
- Salvation Army-**Financial Work Up***
- Share Fund **Financial Work Ups** -Milford area (town they help are Milford, Mt Vernon, Amherst & Brookline)

- Share Fund-Rochester-**Financial Work up***
- Emergency Assistance (EA) Program as known as State Welfare (state will pay two (2) utility bills)
- Supplemental Security Income Program (SSI) - GOVERNMENT
- Supportive Assistance Project-**Financial Work Up***
- Temporary Assistance for Needy Families Program (TANF)-STATE
- Town Welfare- **Financial Work Up***
- Unemployment Insurance (temporary use until June 30, 2021)
- Waypoint (old Child & Family service)-**Financial work up***
- Women, Infants and Children Program (WIC) GOVERNMENT

***The **Financial Work Up** form is not used to verify financial hardship status. To verify financial hardship status, a customer must provide documentation of their eligibility for the assistance programs listed above. The Financial Work Up form was established by the Customer Advisory Board to determine the appropriate payment plan for customers with a medical hardship. The utility will enroll a customer with a medical hardship in a more flexible payment plan when the agencies listed in this document complete the form. The payment plan amount cannot be less than $50 per month.

NON-HARDSHIP CODING

- Bridges
- Churches
- Corpus Christi
- Girls Inc.
- Krem
- Medicare – unless enrolled in a Medicare Savings Program
- Pecan
- Social Security Retirement (Elderly)
- St Vincent De Paul
- Veterans Inc.