



United States of America
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Nicole Bousquet
MuckRock
DEPT MR 16629
PO Box 55819
Boston, MA 02205

MAR 18 2015

Re: FOIA-2015-00713
Northeast Utilities

Dear Ms. Bousquet:

This is in response to your request dated March 11, 2015 under the Freedom of Information Act seeking access to all complaints filed against Northeast Utilities between 2010 and 2015. In accordance with the FOIA and agency policy, we have searched our records as of March 11, 2015, the date we received your request in our FOIA office.

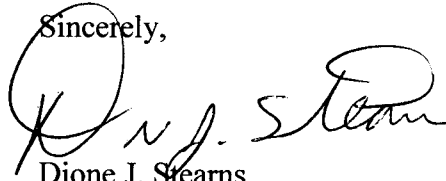
We have located approximately 17 responsive complaints that consumers have made to the Federal Trade Commission (“FTC”). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers’ names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals’ right to privacy outweighs the general public’s interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

Your request sought a waiver of all fees. As an “Other/General Public” requester, you are entitled to 2 hours of free search, free review, and 100 free pages. *See* 16 C.F.R. § 4.8(b)(3). Because the search time associated with your request did not exceed two hours and you have requested that we provide this information electronically, there are no fees associated with this request and your request for a fee waiver is moot.

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Jonathan Hill at (202) 326-2684.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns". The signature is written in a cursive style with a large initial "D" and "S".

Dione J. Stearns
Assistant General Counsel

Enclosed: 1 CD-ROM