

RESULTS AND EFFECTIVENESS OF THE
SYSTEM BENEFITS CHARGE

ANNUAL REPORT

October 1, 2013

Submitted to:

THE LEGISLATIVE OVERSIGHT COMMITTEE
ON ELECTRIC UTILITY RESTRUCTURING

Representative David Borden, Chair
Senator Jeb Bradley
Senator Martha Fuller Clark
Representative Robert Backus
Representative Jacqueline Cali-Pitts
Representative Robert Introne
Representative Laurence Rappaport

and to:

THE NEW HAMPSHIRE DEPARTMENT OF EDUCATION

Commissioner Virginia M. Barry

RSA 374-F:4, VIII SYSTEM BENEFITS CHARGE

The New Hampshire Public Utilities Commission (Commission) hereby submits to the Legislative Oversight Committee on Electric Restructuring its annual report on the results and the effectiveness of the system benefits charge (SBC).¹ The SBC is assessed on all electric customers to fund public benefits related to the provision of electricity. The current SBC is \$0.0033 or 3.3 mills per kilowatt-hour (kWh) and supports energy efficiency and low income bill paying assistance. For a residential customer using an average of 650 kWh per month, the SBC is \$2.15 per month. While the initial charge and allocation of the SBC between energy efficiency and low income programs was designated by the legislature, the current law sets a cap on the low income portion (1.5 mills per kWh) but sets no cap on the energy efficiency portion or the charge overall. Nevertheless, the Commission has not raised the overall SBC level since 2001.²

Energy Efficiency

The SBC funds energy efficiency measures known as the Core programs operated by the state's regulated utilities, Unitil Energy Systems, Granite State Electric Company d/b/a/Liberty Utilities, New Hampshire Electric Cooperative³, and Public Service Company of New Hampshire, pursuant to budgets and program terms established by the Commission. Each utility also offers a few non-Core programs specific to its own customers' needs, also funded by the SBC. Gas utilities also provide energy efficiency programs, funded by ratepayers in a similar fashion, and the Commission now oversees the natural gas and Core programs in a coordinated fashion. The Core programs, the result of an extensive collaborative effort, began in June 2002. Since then, approximately \$229 million has been expended on providing energy efficiency measures, with expected energy savings of over 9.4 billion kilowatt-hours over the lifetime of the measures.⁴ Currently, the cost per kWh saved from the utility energy efficiency programs is one-half the cost of electricity supply.

In 2012, the utilities supplemented the SBC-funded energy efficiency programs with an additional \$2.1 million from the ISO-NE Forward Capacity Market (FCM) auction. These additional FCM funds are the result of the SBC funded EE programs receiving credit for the capacity value they provide as part of the ISO-NE Forward Capacity Market.⁵ Together, the portion of the SBC dedicated to energy efficiency and the FCM funds produced \$21.0 million for

¹ This report is filed pursuant to RSA 374-F:4, VIII (f). The SBC is authorized by RSA 374-F:3, VI and RSA 374-F:4, VIII.

² The energy efficiency component of the overall SBC is \$0.0018 per kWh. This recovery mechanism was authorized by the Commission on November 29, 2001 in Docket No. DE 01-057, Order No. 23,850.

³ Though not fully regulated, the New Hampshire Electric Cooperative's provision of SBC-funded programs is subject to Commission oversight.

⁴ See Commission website for the 2013 Core filing, page 3 updated to reflect 2012 actuals: [Merged Attachments A and B to Settlement Agreement and updated to include latest corrections, 12/21/2012.](#)

⁵ For additional information on Capacity Supply Obligations and the Forward Capacity Market, go to the [ISO-NE website.](#)

the 2012 program year.⁶

During 2012, the Commission ordered that the Home Performance with Energy Star program (HPwES) move from a pilot to a full Core program.⁷ HPwES is the fuel-neutral weatherization program that provides home energy audits, air sealing, insulation and duct sealing to homes with high energy usage, irrespective of income. It has been a heavily subscribed program, resulting in savings to homeowners in both their electric usage and their overall heating bills. As the Core programs have matured over the years, there are fewer homes with electric heat to target these funds; the HPwES program has been attractive to households that heat with oil and other fuels, and the HPwES audits and insulation measures provide the impetus for homeowners to participate.

In 2013, SBC and FCM funds were augmented by additional monies due to the passage of House Bill 1490 (Chapter 281 of the Laws of 2012) which became law on June 23, 2012. This bill amended the Regional Greenhouse Gas Initiative (RGGI) provisions of RSA Chapter 125-O by requiring one dollar of each RGGI allowance sold, net of administrative costs, be turned over to the electric utilities for Core programs, and the remaining proceeds be refunded to ratepayers. The SBC funds, FCM funds and the RGGI funds produced \$27.4 million for the 2013 program year.⁸

Important policy goals guiding program design include achieving cost-effective energy savings and transforming the market for energy efficiency measures. Demand response, by which customers are compensated for reductions in their energy use at certain times, is another area of focus gaining increasing attention in recent years. Demand response creates a financial incentive to reduce usage during peak load periods. Demand response enhances reliability and helps to dampen high electricity prices during those peak periods. Qualifying demand response programs and energy efficiency measures that reduce peak load can receive capacity payments. Capacity payments are administered through the regional system operator, ISO-NE, and serve as an additional incentive to develop targeted demand response.

The Core programs are divided between programs for residential customers and those for commercial and industrial (C&I) customers. As reflected in the table below, program budgets are allocated to residential and C&I customers roughly in proportion to their respective SBC payments. All customers contribute proportionately to the Home Energy Assistance (HEA) program, which provides weatherization and energy efficiency measures for low income customers, often in coordination with and as a supplement to US Department of Energy weatherization assistance funding (WAP). The HEA program is administered by the utilities in conjunction with the Community Action Agencies.

The primary residential Core programs are:

⁶ Source: Commission website, Docket Book, Docket No. DE 10-188, [2011-2012 Core New Hampshire Electric Energy Efficiency Programs, page 129](#)

⁷ For detail on the Commission's ruling regarding HPwES, see [Order No. 25,402 \(August 23, 2012\)](#)

⁸ Source: Commission website, Docket Book, Docket No. DE 12-262, [2013-2014 Core New Hampshire Energy Efficiency Programs, page 135](#)

- ENERGY STAR® Homes, a fuel neutral program under which builders and homeowners are encouraged to construct more energy-efficient new homes using the Home Energy Rating Service (HERS)
- Home Performance with ENERGY STAR® (HPwES), which provides weatherization measures including a home energy audit, air sealing, insulation, duct sealing to homes with high energy usage
- Home Energy Assistance, which provides weatherization and energy efficiency measures for income-eligible customers
- ENERGY STAR® Lighting which increases the use and availability of energy efficient lighting products, such as compact fluorescent bulbs to replace less efficient traditional bulbs
- ENERGY STAR® Appliances, which provides incentives for customers to purchase Energy Star® rated appliances, increases consumer awareness of energy efficient appliances and provides Gas Utility customers incentives on Energy Star® heating and hot water equipment and controls.
- Educational programs, other than those within the Core programs, such as energy education for students and pilot efforts to explore new program offerings, such as the use of heat pumps and geothermal systems.

The primary commercial and industrial Core programs are:

- Small Business Energy Solutions, which provides small to medium sized electric and natural gas customers with incentives to install or upgrade to more energy efficient electrical, mechanical and thermal systems or equipment such as lighting and hot water measures
- Large Business Energy Solutions, which provides large gas and electric customers with incentives to install or upgrade to more energy efficient electrical, mechanical, and thermal systems or equipment
- Education, pilot efforts to explore new program offerings for C&I customers, energy code training and commercial energy auditing

The following table summarizes the 2013 programs and related goals that are supported by the SBC funds (including FCM) and the RGGI funds:

2013 NH Core Program Goals⁹

NH CORE ENERGY EFFICIENCY PROGRAMS	EXPENSE¹⁰ (\$)	LIFETIME kWh SAVINGS	NUMBER OF CUSTOMERS¹¹
Residential			
ENERGY STAR® Homes	\$1,312,567	22,532,774	443
HPwES	\$2,500,808	5,709,958	1,292
Home Energy Assistance	\$3,769,904	11,698,444	818
ENERGY STAR® Lighting ¹²	\$ 1,280,081	31,498,890	66,862
ENERGY STAR® Appliances	\$ 2,790,500	40,121,509	21,797
Other, including education	<u>\$ 936,498</u>	<u>44,251,052</u>	<u>25,069</u>
Total Residential	\$12,590,358	155,812,627	116,281
Commercial & Industrial			
Small Business Energy Solutions	\$4,924,644	149,653,145	1,945
Large Business Energy Solutions	\$6,689,778	275,058,218	446
Other, including education	<u>\$ 964,478</u>	<u>34,723,249</u>	<u>13</u>
Total C & I	\$12,578,900	459,434,612	2,404
TOTAL	<u>\$25,169,258</u>	<u>615,247,239</u>	<u>118,685</u>

A mid-year overview of the 2013 Core program highlights, shown below, demonstrates that they are being implemented successfully and are meeting, or exceeding their mid-year targets. Through June 2013, participation is at 53% of its total annual goal and electric savings are at 88% of the total annual goal.

⁹ Source: Commission's website, Docket Book, 2012 Dockets, Docket DE 12-262, Exhibit 2, [Merged Attachments A and B to Settlement Agreement and Updated to include latest corrections 12/21/2012, page 134 and 135](#).

¹⁰ Expenses represent program implementation expenses and exclude utility performance incentives and additional Smart Start loan funds of approximately \$2.3 million.

¹¹ Lighting customers are based on total bulbs installed divided by 4.5 per home (300,882 / 4.5 = 66,862).

¹² Number of customers represents lighting products expected to be installed (on average 4.5 bulbs per customer).

**Core NH Program Mid-Year Overview
January 1 - June 30, 2013
Highlights¹³**

NH CORE ENERGY EFFICIENCY PROGRAMS	EXPENSE (\$)		SAVINGS (Lifetime kWh)		NUMBER OF CUSTOMER	
	Actual + In Process + Prospective	Percent of Budget	Actual + In Process + Prospective	Percent of Budget	Actual + In Process + Prospective	Percent of Budget
<u>RESIDENTIAL (nhsaves@home)</u>						
ENERGY STAR® Homes	\$1,092,330	74%	27,826,430	122%	444	90%
HPwES	\$2,915,883	87%	4,943,089	87%	1,410	75%
Home Energy Assistance	\$3,203,589	69%	8,461,961	72%	720	72%
ENERGY STAR® Lighting	\$ 850,738	66%	25,554,541	77%	35,056	52%
ENERGY STAR® Appliances	<u>\$2,094,585</u>	<u>55%</u>	<u>34,950,887</u>	<u>87%</u>	<u>12,674</u>	<u>51%</u>
TOTAL RESIDENTIAL	\$10,157,125	87%	101,736,908	91%	50,304	53%
<u>C & I (nhsaves@work)</u>						
Small Business Energy Solutions	\$3,423,377	55%	116,944,101	77%	562	24%
Large Business Energy Solutions	<u>\$7,015,863</u>	<u>86%</u>	<u>252,838,730</u>	<u>91%</u>	<u>381</u>	<u>56%</u>
TOTAL C & I	\$10,439,240	88%	369,782,831	87%	943	39%
TOTAL	\$20,596,365	88%	471,519,739	88%	51,247	53%

The Commission requires that all energy efficiency measures be cost-effective. The standard measure of cost-effectiveness is to compare the value of the savings achieved over the life of the measure against the projected cost per kWh the utility would have had to provide if not for the efficiency measure. The lives of the measures differ depending on the measure installed. The cost that the utility avoids is based on detailed forecasts and analysis of the factors affecting New England's electricity markets; thus the calculations are complex. Over the years, however, the Core programs consistently demonstrate that they are cost-effective. For 2013, the utilities estimate an average benefit-to-cost ratio of 2.2:1, using net present value of total economic benefits compared with total costs (to utility and customer).¹⁴ Core Electric Utility Program results indicate that the cost per kWh saved has increased since 2003, the first full year of the Core programs, but is still less than the avoided energy supply costs used to screen programs. The estimated cost per kWh saved in 2012 was 2.84 cents per kWh.

On September 13, 2013, the 2014 Core program proposals were filed.¹⁵ Based on the

¹³ Highlights exclude education and training programs and pilot efforts. The terms expenditures, savings and number of customers represent actual + in-process + prospective values. Source of highlights is the Commission website, Electric Division, Core Programs, Docket DE 12-262, Core NH Program Highlights, [January – June 2013](#). Lighting customers are based on total bulbs installed divided by 4.5 per home (157,752 / 4.5 = 35,056).

¹⁴ The benefit-to-cost ratio of 2.2:1 is the composite of the four electric utilities, as proposed in Docket DE 12-262, Exhibit 2, [Merged Attachments A and B to Settlement Agreement and Updated to include latest corrections 12/21/2012, page 84 \(GSEC\), page 99 \(NHEC\), page 109 \(PSNH\) and page 119 \(Unitil\)](#).

¹⁵ Source: Commission's website, Docket Book, [2014 Core New Hampshire Energy Efficiency Programs](#).

projected costs of energy in the 2014 filing, the utilities estimate a cost per lifetime kWh saved of approximately 4.2 cents while the avoided cost of supply is approximately 6 cents per kWh. The expected increase in cost per kWh saved is not because the programs are more expensive or less effective but because the measures being installed often involve homes that heat with sources other than electricity and thus the electric savings are less, though the heating costs borne by customers is greatly reduced. Further, there are ancillary electric savings to customers as a result of greater air sealing, insulation and more efficient appliances. In addition, demand reductions from energy efficiency help to avoid additional and costly transmission and distribution system upgrades that are borne by all ratepayers. Further, building new generation to meet increasing capacity needs are usually more expensive than average existing generation costs, so investments in new generation to meet growing capacity needs tend to raise rates over time. However, cost-effective investments in energy efficiency and demand response continue to be a cost effective means to meet increasing load requirements.

The 2014 Core filing also incorporates the requirements of House Bill 630 which became law on July 16, 2013. This bill requires that 15 % of revenues received from the sale of RGGI allowances (not rebated to ratepayers) be allocated to the Core energy efficiency programs for low income customers. In addition, the filing incorporates the requirements of Senate Bill 123, which became law on July 24, 2013. This bill requires that, beginning on January 1, 2014, the utilities shall allocate up to \$2,000,000 a year of the RGGI proceeds annually to be used by municipal and local governments.

***Energy Efficiency Investment
In Public Schools***

RSA 374-F:4, VIII-a requires that the electric utilities submit plans for program design, and/or enhancements, and estimated participation that maximize energy efficiency benefits to public schools, including measures that help enhance the energy efficiency of public school construction or renovation projects that are designed to improve indoor air quality. The following table shows the results for 2012 and in-process results to date for 2013 of energy efficiency measures in New Hampshire public schools.

**Overview of 2012 and 2013 Energy Efficiency Measures in
New Hampshire's Public Schools**

Year	Measure Type	Number of Projects	Total Incentives	Project Cost	Annual kWh Savings
2012	Cooling	1	5,188	5,188	2,340
	CUSTOM	7	45,537	160,855	96,358
	CUSTOM-Lighting	0	0	0	0
	Heating	0	0	0	0
	Lighting	51	320,214	1,076,450	1,387,886
	Parking Lot lights	1	3,418	9,767	4,215
	Refrigeration	1	2,833	5,665	6,227
	Motors	0	0	0	0
	VFD	7	23,725	52,808	265,225
2012 Total		68	\$400,915	\$1,310,733	1,762,251
2013	Cooling	3	0	0	0
	CUSTOM	5	50,725	79,661	103,424
	CUSTOM-Lighting	2	0	146,722	0
	Heating	0	0	0	0
	Lighting	23	371,892	1,018,900	1,015,504
	Refrigeration	0	0	0	0
	Motors	0	0	0	0
	VFD	6	15,000	36,779	113,292
2013 Total (including in process)		39	\$437,617	\$1,282,062	1,232,220
Grand Total		107	\$838,532	\$2,592,795	2,994,471

* Projects with zero values for savings and cost are committed projects not yet completed.

Considerations for Future Program Design

According to a 2009 study by GDS Associates¹⁶, a substantial amount of cost-effective achievable energy efficiency savings continues to be available in both the residential, commercial and industrial sectors in New Hampshire. The GDS study provides design and implementation information useful for energy efficiency program improvement.

In 2010, the New Hampshire Legislature directed the Commission to contract for an independent, comprehensive review of energy efficiency, conservation, demand response, and

¹⁶ The GDS Final Report is available on the Commission's website [here](#).

sustainable energy programs and incentives, with recommendations for improvements. The Commission selected the Vermont Energy Investment Corporation (VEIC) through a competitive bid process; the VEIC report¹⁷ was delivered to the Legislature in September 2011 and has been used by Core docket participants when evaluating program offerings.

Recognition and Awards Attributable to Core Energy Efficiency Programs:

PSNH Selected as a 2013 ENERGY Star® Partner of the Year Award Winner:

In recognition of its accomplishments, the U.S. Environmental Protection Agency (EPA) selected Public Service Company of New Hampshire (PSNH) as a 2013 ENERGY STAR Partner of the Year award winner. PSNH was selected for its ENERGY STAR® certified *Core Energy Efficiency Program - Home Performance with Energy Star® program*. This award is reserved for ENERGY STAR® partners demonstrating outstanding leadership and dedication to transforming the market by encouraging the adoption of energy efficiency building practices and helping homeowners reduce their energy use. The award was presented at the Energy Star Awards Ceremony on Tuesday, March 26, 2013.

NHEC and Woodstock Inn Station & Brewery Recognized by Northeast Energy Efficiency Partnerships (NEEP):

In April 2013, NHEC announced that NEEP selected the Woodstock Inn Station & Brewery as the 2013 Business Leader New Hampshire State Champion for Energy Efficiency. The North Woodstock landmark is being honored for its continued efforts to advance energy efficiency in its operations. Woodstock Inn owner Scott Rice has recently put the finishing touches on a major \$2.3 million expansion and received more than \$100,000 in NHEC's *Core Energy Efficiency Program - Energy Solutions program* incentives. The annual energy savings are estimated at over \$45,000.

Anheuser-Busch (Merrimack, NH) Recognized for Participation in Core Energy Efficiency Programs:

Since 2004, Anheuser-Busch's Merrimack Brewery has participated in the NH Core Energy Efficiency programs. With the assistance of PSNH's *Core Energy Efficiency Programs*, the Merrimack facility has completed 27 projects at a total cost of over \$3.6 million. These projects have reduced summer peak demand by an estimated 800 kilowatts, reduced annual kilowatt-hour consumption by an estimated 9 million kWh and achieved savings estimated at close to \$1.0 million per year. The Merrimack brewery's environmental stewardship extends to the local community. They host conservation fairs, scouting events and facility tours, where water and energy conservation measures are emphasized. In addition, A-B Merrimack has hosted energy fairs in partnership with PSNH; it was designated as one of NEEP's 2013 Business Leaders for Energy Efficiency and has earned the Governor's Award for Pollution Prevention.

Plainfield Elementary School and Liberty Utilities Recognized for Their Efforts to Reduce Energy Use and Carbon Footprint:

¹⁷ The VEIC Report is available on the Commission's website [here](#).

In 2012, the Plainfield Elementary School finished the final phase of its energy conservation project begun in 2009. In 2009, the Plainfield School Board was assisted by Liberty Utilities' *Core Energy Efficiency Programs* to help them conserve energy by implementing building envelope and mechanical system improvements. Liberty Utilities, working with Demand Management Institute (DMI) identified high-efficiency heat pumps, exhaust air energy recovery, and demand control ventilation as the most impactful energy efficiency measures. The end result was an estimated energy savings of \$120,000 over a three-year period and a reduction in carbon emissions of 24%. To help finance this important savings program, the Plainfield Elementary School received more than \$142,000 in incentives from Liberty's *Core Energy Efficiency Programs*.

Electric Assistance Program

RSA 374-F:4, VIII (c) authorizes the funding of the low income electric assistance program through the system benefits charge. Customers of Liberty Utilities (formerly National Grid), New Hampshire Electric Cooperative, Public Service Company of New Hampshire and Unitil Energy Systems support the program through a per kWh charge on electric bills. The Electric Assistance Program (EAP), which began on October 1, 2002, will complete its eleventh year of operation on September 30, 2013. Currently, there are approximately 32,000 households receiving this benefit.

The EAP has 5 discount tiers: less than or equal to 75% of the federal poverty guideline; 76% to 100% of the federal poverty guideline; 101% to 125% of the federal poverty guideline; 126% to 150% of the federal poverty guideline; and 151% to 175% of the federal poverty guideline. In June 2013, the EAP Advisory Board¹⁸ recommended changes to the EAP program design to the Commission. In July 2013, the Commission approved those changes. The changes, which went into effect on August 14, 2013, increased the kWh usage to which EAP discount is applied from the first 700 kWh of use per month to the first 750 kWh of use each month. There was also a 10% temporary increase in the EAP discount levels, the first increase in the discount levels since the program began in October 2002 and the first change in the discount levels since September 2006. While the change to the kWh usage limit is a permanent program design change, the 10% increase in the benefits levels is a temporary program design change which will be in effect for 24 months. The EAP discounts now range from 8% to 77%, as compared to 7% and 70%, with those with the lowest incomes continuing to receive the highest discount.

The changes in the EAP program design were implemented to spend down the current surplus in the EAP fund. In May 2012, enrollment in the EAP program began to decline and continued to decline until December 2012. As a result of the enrollment decline, EAP revenue, collected through the low income portion of the system benefits charge, exceeded EAP expenses, comprised of program benefits and program administrative costs. As of August 31, 2013, the

¹⁸ The EAP Advisory Board is comprised of representatives from Liberty Utilities, New Hampshire Electric Cooperative, Public Service Company of New Hampshire, Unitil, the NH Community Action Agencies, the New Hampshire Municipal Welfare Directors, The Way Home, the Office of Energy and Planning, the Office of Consumer Advocate and the Public Utilities Commission.

balance in the EAP fund was \$3.1 M. The recent changes made to the EAP program design will spend down the balance in the EAP fund over the next 24 months. By increasing the monthly kWh usage to which the EAP discount applies, additional assistance can be provided to EAP households that have higher usage resulting from medical equipment needs on a permanent basis. By temporarily increasing discount levels by 10% over the next 24 months will provide all EAP participants with a more meaningful benefit at a time when many New Hampshire households continue to struggle with higher heating oil prices and higher unemployment rates. Although the current balance in the EAP account is in excess of \$1 M, the program changes adopted by the Commission will reduce the balance in the account substantially over the next 12 and 24 months, such that, at the end of the 24 month period, the balance in the EAP fund is projected to be below \$1,000,000.

During the past 11 months, approximately \$14.8 M in funding was collected for the EAP, and approximately \$11.8 M was distributed in bill assistance to customers. The administrative costs were \$1.7 M.¹⁹ Administrative costs are incurred by the Community Action Agencies (CAA), the utilities and the Office of Energy and Planning (OEP). As program administrator, the CAA performs activities such as client outreach and intake, application processing, enrollment of participants, and periodic review of ongoing program eligibility. The CAA also conducts compliance monitoring to ensure program guidelines are being adhered to. Utility incremental costs generally include expenses for the production and printing of educational materials such as posters and brochures, customer service, legal services and IT support and represent those expenses that would be reasonably incurred as part of the utility's administration of the EAP but would not be incurred absent EAP. Expenses included in the OEP budget relate to OEP's participation in EAP advisory board meetings and other EAP related discussions. The Office of Energy and Planning's administrative costs during the 2012 – 2013 program year also included costs associated with the triennial process review of the EAP.

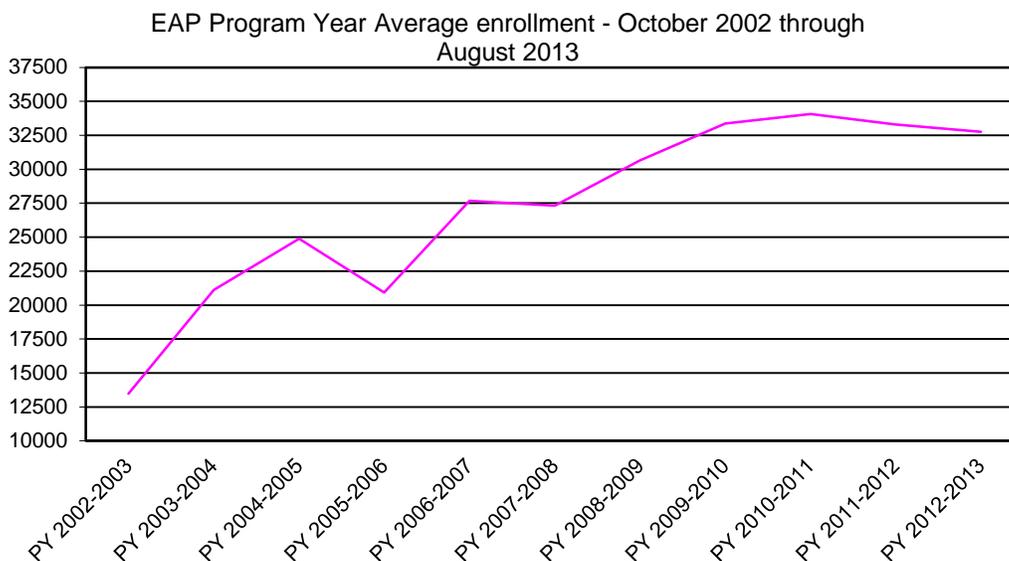
EAP Financial Information October 1, 2012 through August 31, 2013					
Balance in EAP fund on 10/1/12	SBC revenue for EAP	Interest on Reserve	Benefits paid	Administrative costs	Balance in EAP fund on 8/31/12
\$1,868,910	\$14,801,640	\$1,347	\$11,826,732	\$1,731,446	\$3,114,166

As directed by the Commission in Order No. 24,820, a process evaluation of the EAP is conducted every three years by the Office of Energy and Planning. During the 2012-2013 program year, the OEP conducted its second process evaluation of the EAP. The process evaluation examines whether the EAP has met the level of need within the limits of the available System Benefits Charge funds; whether the EAP conforms to the program design guidelines; and whether the program operates efficiently. The Office of Energy and Planning submitted its report to the Commission on April 1, 2013, finding that during the triennial period the EAP met

¹⁹ Of the \$1.7 M in administrative costs paid during the first 11 months of the 2012-2013 EAP program year, \$6,597.14 was paid to the utilities, \$1,708,385.79 was paid to the CAAs, and \$16,463.35 was paid to OEP.

the level of need within the limits of the available funds; that the EAP is largely conforming to program design guidelines; and that the fiscal oversight and fiscal management aspects of the EAP operate efficiently, noting that although implementation of other aspects of the program requires daily communication and information exchange between the CAAs and the utilities, the EAP was successful because all involved organizations work in a cooperative fashion to ensure that overall EAP objectives are met. The process evaluation contains some observations and considerations, which OEP characterizes as primarily housekeeping in nature. The Commission is awaiting recommendations from the EAP Advisory Board on the need for any changes based on the April 1, 2013 process evaluation.

Over the past eleven years, the need for and resulting enrollment in the electric assistance program has grown. The average annual enrollment for each program year can be seen in the chart below.



Information regarding the number of program participants and the amount of benefits paid, broken out by town, for the current EAP program year can be found in Attachment A. There has not been a waiting list for the EAP since May 27, 2012. As of August 31, 2013, 31,935 households were enrolled in and receiving benefits from the electric assistance program. Enrollment by poverty level is shown in the table below.

Poverty Level	Number of Households Enrolled as of 8/31/2013
Under 75%	7,059
76% - 100%	7,424
101% - 125%	6,648
126% - 150%	6,159
151% - 175%	4,645
Total	31,935

Distribution of household (HH) income data is suppressed where 10 or fewer recipients in town

Town/City	HHs <75% FPG	HHs 75-100%	HHs100-125%	HHs 125-150%	HHs 150-175%	HHs 175-185%	Total HHs	Total Benefits	Average Benefit
Acworth	8	7	10	4	0	1	30	\$10,117.80	\$337.26
Albany	10	15	6	6	7	0	43	\$16,268.76	\$381.08
Alexandria	15	14	18	12	12	0	72	\$22,259.46	\$310.84
Allenstown	39	52	30	48	29	0	198	\$63,209.84	\$318.74
Alstead	25	11	17	15	11	1	80	\$16,319.34	\$204.31
Alton	19	17	33	29	25	0	123	\$38,783.30	\$316.43
Amherst	11	14	14	12	18	0	69	\$26,106.68	\$379.14
Andover	11	7	12	11	6	0	47	\$17,223.20	\$367.84
Antrim	12	17	22	25	10	0	85	\$31,286.10	\$366.42
Ashland							4	\$1,322.12	\$320.01
Atkinson	4	4	8	4	11	0	32	\$10,553.87	\$333.20
Auburn	10	12	8	18	7	0	55	\$23,794.21	\$431.95
Barnstead	14	25	34	34	25	0	132	\$38,081.96	\$288.05
Barrington	34	41	39	22	17	0	153	\$56,915.77	\$372.33
Bartlett	22	15	10	18	12	0	77	\$30,247.80	\$392.22
Bath	8	3	8	10	1	0	30	\$10,998.84	\$363.03
Bedford	19	18	23	21	26	0	107	\$37,115.91	\$345.53
Belmont	88	91	90	80	55	0	404	\$128,488.77	\$318.43
Bennington	14	8	8	10	11	0	51	\$20,866.76	\$409.52
Benton	4	3	4	1	4	0	17	\$3,229.87	\$195.44
Berlin	140	189	143	99	76	4	651	\$186,371.15	\$286.11
Bethlehem	26	18	21	22	15	0	102	\$33,897.65	\$332.63
Boscawen	37	37	18	19	17	0	128	\$43,414.80	\$338.98
Bow	7	8	6	6	10	0	36	\$13,533.06	\$377.96
Bradford	11	15	8	14	8	0	56	\$17,385.34	\$307.91
Brentwood	8	4	4	4	10	0	30	\$8,812.06	\$290.85
Bridgewater	10	4	8	0	8	0	30	\$9,340.27	\$308.29
Bristol	44	18	37	14	12	0	125	\$42,548.21	\$339.52
Brookfield	3	4	1	7	3	0	18	\$6,551.03	\$365.92
Brookline	4	6	6	4	6	0	25	\$10,474.79	\$422.56
Campton	23	30	37	23	23	0	138	\$45,648.90	\$331.47
Canaan	14	26	12	18	10	0	80	\$23,757.68	\$297.44
Candia	15	10	12	14	11	0	62	\$18,180.11	\$293.36
Canterbury	4	4	8	6	3	0	25	\$8,016.66	\$323.40
Carroll	4	6	4	6	6	0	25	\$7,864.18	\$317.25
Center Harbor	4	8	7	4	3	0	26	\$10,342.65	\$395.27
Charlestown	54	47	58	41	43	0	242	\$67,922.84	\$280.23
Chatham	3	6	3	1	0	0	12	\$3,947.13	\$318.46
Chester	14	4	4	6	6	0	33	\$12,617.25	\$381.74
Chesterfield	11	15	7	11	11	0	55	\$17,529.27	\$318.22
Chichester	10	7	6	15	8	0	45	\$12,876.94	\$283.35
Claremont	190	205	183	124	106	5	813	\$226,022.56	\$277.88
Clarksville	7	4	1	8	6	0	26	\$6,250.27	\$238.87
Colebrook	47	76	56	48	18	0	245	\$78,152.12	\$318.82
Columbia	10	8	1	7	3	0	29	\$11,809.84	\$408.36
Concord	380	296	264	249	176	0	1,366	\$364,426.80	\$266.76
Conway	98	127	109	81	47	0	461	\$168,323.75	\$364.85
Cornish	12	7	4	7	11	0	41	\$13,827.23	\$334.68
Croydon	7	7	1	4	4	0	23	\$7,831.93	\$334.53
Dalton	8	21	15	12	15	0	72	\$23,348.02	\$326.04
Danbury	8	15	12	10	6	1	52	\$14,695.06	\$280.81

Danville	10	32	14	14	12	0	81	\$28,924.86	\$355.99
Deerfield	14	17	14	12	10	0	66	\$22,856.90	\$345.78
Deering	11	11	12	8	10	0	52	\$16,878.10	\$322.52
Derry	186	200	202	163	113	3	866	\$272,291.92	\$314.34
Dorchester	6	3	6	8	1	0	23	\$6,881.33	\$293.93
Dover	220	194	124	129	56	0	724	\$225,961.80	\$311.94
Dublin	6	3	4	4	11	0	28	\$7,469.88	\$271.21
Dummer	1	1	7	3	3	0	15	\$4,652.38	\$307.12
Dunbarton	11	4	6	4	6	0	30	\$15,345.86	\$506.51
Durham	7	11	1	7	8	0	34	\$8,458.93	\$245.69
East Kingston	7	4	6	0	6	0	22	\$7,974.21	\$361.90
Easton							5	\$2,227.19	\$445.44
Eaton	4	1	4	0	1	0	11	\$3,188.53	\$289.41
Effingham	11	10	6	10	15	0	51	\$27,213.39	\$530.50
Ellsworth							3	\$878.70	\$319.03
Enfield	15	10	19	17	14	0	74	\$17,996.32	\$242.00
Epping	43	30	34	34	17	3	161	\$56,850.87	\$352.83
Epsom	23	26	22	33	21	0	125	\$41,542.90	\$331.49
Errol	3	1	6	11	6	0	26	\$5,547.62	\$212.02
Exeter	77	90	91	87	63	3	410	\$110,392.91	\$268.99
Farmington	102	74	59	70	45	3	354	\$115,835.81	\$327.06
Fitzwilliam	15	14	19	10	11	0	69	\$25,767.19	\$374.21
Francestown	1	3	4	3	4	0	15	\$6,667.80	\$440.16
Franconia	6	7	6	8	4	0	30	\$8,088.82	\$266.98
Franklin	140	128	123	83	73	2	549	\$172,387.35	\$314.16
Freedom	6	10	10	18	8	0	51	\$12,883.59	\$252.84
Fremont	10	10	17	11	11	0	58	\$17,939.62	\$310.16
Gilford	40	66	50	54	47	0	256	\$62,985.21	\$245.89
Gilmanton	18	18	15	17	17	0	84	\$27,866.01	\$331.71
Gilsum	4	10	6	1	1	0	22	\$8,350.99	\$379.00
Goffstown	44	50	51	52	56	4	258	\$87,098.87	\$338.21
Gorham	12	26	34	34	28	0	135	\$34,316.97	\$254.27
Goshen	7	8	8	8	10	0	41	\$12,120.45	\$293.37
Grafton	19	12	8	14	14	0	67	\$18,146.17	\$268.91
Grantham	1	1	3	0	7	0	12	\$3,673.08	\$296.35
Greenfield	15	8	4	6	4	0	37	\$14,168.06	\$381.04
Greenland	6	6	6	4	4	0	25	\$10,674.50	\$430.62
Greenville	28	18	33	25	6	1	110	\$45,107.55	\$409.43
Groton	3	4	7	7	4	0	25	\$8,599.01	\$346.89
Hampstead	14	11	21	23	21	0	90	\$26,018.45	\$290.66
Hampton	39	58	50	48	26	0	220	\$59,745.02	\$271.14
Hampton Falls	3	4	3	3	3	0	15	\$3,598.52	\$237.55
Hancock	11	3	7	8	6	0	34	\$14,324.61	\$416.07
Hanover	3	4	6	0	7	1	21	\$2,835.67	\$137.27
Harrisville	1	10	3	3	4	0	21	\$6,030.10	\$291.91
Haverhill	17	23	17	23	19	0	99	\$27,486.86	\$277.21
Hebron	6	3	7	4	1	0	21	\$7,428.70	\$359.62
Henniker	36	23	29	30	17	0	135	\$34,191.71	\$253.35
Hill	10	6	4	10	12	0	41	\$14,015.60	\$339.24
Hillsborough	66	55	63	48	44	0	277	\$100,081.45	\$361.56
Hinsdale	47	48	37	34	44	0	211	\$65,897.73	\$312.75
Holderness	18	10	11	8	7	0	54	\$18,559.84	\$345.56
Hollis	4	3	7	6	7	0	26	\$11,373.69	\$434.68
Hooksett	59	50	54	47	22	0	231	\$77,616.76	\$335.48

Hopkinton	7	14	12	19	19	0	72	\$15,665.59	\$218.76
Hudson	74	73	74	58	54	0	333	\$128,013.53	\$384.11
Jackson							6	\$2,582.00	\$468.72
Jaffrey	39	40	37	37	30	0	183	\$53,705.93	\$293.22
Jefferson	3	8	6	8	4	0	29	\$7,238.10	\$250.28
Keene	160	165	151	138	101	8	723	\$210,158.50	\$290.67
Kensington	7	8	1	3	0	0	19	\$8,601.25	\$446.12
Kingston	21	26	10	21	19	0	96	\$34,344.70	\$356.27
Laconia	240	253	205	157	120	0	975	\$275,873.69	\$282.94
Lancaster	36	43	29	40	18	1	167	\$53,138.12	\$318.89
Landaff	3	6	0	1	3	0	12	\$2,263.40	\$182.62
Langdon	3	7	4	4	4	0	22	\$5,564.89	\$252.55
Lebanon	63	70	45	47	40	4	270	\$52,633.08	\$194.99
Lee	17	10	17	6	11	0	59	\$22,393.95	\$378.17
Lempster	14	10	10	10	8	0	51	\$17,988.55	\$353.03
Lincoln	11	32	26	15	10	0	94	\$26,778.48	\$285.95
Lisbon	19	26	21	18	15	0	99	\$24,696.85	\$249.07
Litchfield	21	12	22	18	18	1	92	\$31,814.26	\$344.80
Littleton							4	\$1,091.61	\$264.22
Londonderry	56	70	63	52	51	0	293	\$111,540.28	\$380.25
Loudon	22	34	30	22	21	1	130	\$43,729.85	\$335.22
Lyman	3	6	3	7	6	0	23	\$7,169.40	\$306.23
Lyme	4	1	1	1	4	0	12	\$4,944.29	\$398.92
Lyndeborough	6	8	10	3	1	0	28	\$11,163.06	\$405.30
Madbury	6	3	4	3	3	0	18	\$6,777.38	\$378.56
Madison	22	21	11	12	10	0	76	\$34,824.20	\$459.77
Manchester	1,533	1,414	1,146	935	55	8	5,091	\$1,631,908.00	\$320.53
Marlborough	6	21	11	11	10	0	58	\$15,444.43	\$267.02
Marlow	4	6	7	6	4	0	26	\$10,311.36	\$394.08
Mason	3	0	4	1	6	0	14	\$3,442.17	\$249.95
Meredith	65	56	72	50	48	0	291	\$93,258.48	\$320.94
Merrimack	33	45	56	59	33	0	227	\$83,301.02	\$366.59
Middleton	12	7	15	11	7	0	52	\$19,932.26	\$380.88
Milan	15	8	15	18	4	0	61	\$18,338.39	\$302.64
Milford	83	65	65	69	58	0	339	\$115,197.60	\$340.04
Milton	70	34	39	33	32	0	208	\$78,668.84	\$378.31
Monroe	1	7	1	3	1	0	14	\$4,848.15	\$352.04
Mont Vernon	6	3	8	6	4	3	29	\$9,929.71	\$343.35
Moultonborough	21	19	18	11	15	0	84	\$34,935.55	\$415.87
Nashua	713	690	497	441	252	5	2,598	\$843,877.87	\$324.80
Nelson	8	8	7	4	1	0	29	\$10,169.54	\$351.64
New Boston	12	10	8	11	10	1	52	\$18,032.19	\$347.08
New Castle							4	\$954.89	\$231.13
New Durham	12	21	17	14	6	0	69	\$27,186.61	\$394.82
New Hampton	17	15	10	11	6	0	58	\$23,910.82	\$413.39
New Ipswich	26	28	18	21	10	0	102	\$41,429.31	\$406.53
New London	6	8	6	0	1	1	22	\$8,757.83	\$404.38
Newbury	4	10	11	7	8	0	40	\$13,291.22	\$332.80
Newfields	1	3	3	4	1	0	12	\$4,894.03	\$394.86
Newington							7	\$2,394.37	\$347.73
Newmarket	47	44	52	50	19	0	212	\$71,962.05	\$339.31
Newport	90	85	92	73	45	1	387	\$127,995.18	\$331.08
Newton	15	14	7	10	6	0	51	\$19,766.62	\$387.93
North Hampton	10	8	10	7	6	0	40	\$20,325.59	\$508.94

Northfield	45	34	45	26	30	0	182	\$62,230.72	\$342.33
Northumberland	47	50	36	36	30	0	198	\$62,495.82	\$315.14
Northwood	26	11	21	29	19	0	106	\$38,184.08	\$360.09
Nottingham	10	11	12	14	12	0	59	\$21,886.15	\$369.59
Orange							4	\$2,021.61	\$489.32
Orford	1	10	4	4	1	0	21	\$7,439.10	\$360.12
Ossipee	70	70	56	41	33	0	271	\$95,376.54	\$351.56
Pelham	21	25	19	28	21	0	113	\$36,954.35	\$327.24
Pembroke	47	54	37	48	43	0	229	\$56,794.40	\$248.44
Peterborough	44	28	36	29	12	0	149	\$48,677.46	\$327.28
Piermont	3	3	3	7	4	1	21	\$5,482.96	\$265.43
Pittsburg	7	18	7	3	6	0	40	\$14,553.12	\$364.40
Pittsfield	30	43	44	29	22	0	168	\$48,496.57	\$288.65
Plainfield	7	4	3	4	4	0	22	\$7,177.57	\$325.74
Plaistow	17	21	28	30	22	0	117	\$34,615.32	\$295.71
Plymouth	50	52	32	22	21	0	176	\$59,992.32	\$340.33
Portsmouth	114	101	80	76	36	0	406	\$137,148.94	\$337.59
Randolph							10	\$3,068.14	\$318.27
Raymond	67	85	81	81	63	0	379	\$122,682.45	\$323.94
Richmond	8	4	10	7	8	0	37	\$11,489.91	\$309.01
Rindge	23	22	25	29	11	0	110	\$40,592.49	\$368.45
Rochester	351	423	285	224	121	2	1,407	\$483,270.01	\$343.55
Rollinsford	12	8	8	6	3	0	37	\$12,687.26	\$341.21
Roxbury							4	\$1,066.87	\$258.23
Rumney	12	14	17	19	14	1	77	\$24,432.79	\$316.81
Rye	11	3	8	11	6	0	39	\$12,249.89	\$317.68
Salem	88	67	114	88	66	0	424	\$105,581.89	\$248.92
Salisbury	8	6	4	6	7	1	31	\$8,970.56	\$286.62
Sanbornton	7	10	6	14	10	0	45	\$15,721.01	\$345.93
Sandown	22	18	21	30	8	0	99	\$37,962.76	\$382.86
Sandwich	3	6	4	6	1	0	19	\$3,893.72	\$201.96
Seabrook	94	96	74	67	50	2	383	\$142,425.07	\$371.41
Sharon							4	\$1,872.22	\$453.16
Shelburne							8	\$1,419.93	\$171.84
Somersworth	138	98	94	72	37	0	438	\$151,584.27	\$346.14
South Hampton							8	\$1,694.39	\$205.06
Springfield	7	7	10	11	4	0	39	\$10,075.80	\$261.30
Stark	8	8	4	8	6	0	34	\$13,751.94	\$399.43
Stewartstown	17	17	12	12	8	1	67	\$25,823.82	\$384.84
Stoddard	3	8	3	6	6	0	25	\$6,417.24	\$258.88
Strafford	8	8	11	8	8	0	44	\$15,061.68	\$341.78
Stratford	30	36	28	18	18	0	129	\$60,344.67	\$466.15
Stratham	11	10	18	8	7	0	54	\$14,754.80	\$274.72
Sugar Hill	3	3	3	1	6	0	15	\$4,205.14	\$277.59
Sullivan	4	10	6	0	3	0	22	\$8,591.75	\$389.92
Sunapee	8	14	18	7	8	0	55	\$18,249.98	\$331.30
Surry	3	4	1	3	6	0	17	\$4,881.86	\$295.41
Sutton	15	0	8	8	7	1	40	\$14,112.17	\$353.36
Swanzey	58	70	61	52	41	0	282	\$89,867.20	\$318.32
Tamworth	32	50	41	34	25	0	182	\$55,442.14	\$304.99
Temple	8	1	1	4	4	0	19	\$6,896.87	\$357.72
Thornton	21	25	14	17	12	0	88	\$26,973.65	\$306.04
Tilton	45	40	34	37	26	0	183	\$50,224.11	\$274.21
Troy	32	30	21	22	18	0	123	\$41,371.54	\$337.54

Tuftonboro	15	12	12	15	6	0	61	\$20,283.06	\$334.73
Unity	8	7	6	4	8	0	33	\$13,533.71	\$409.47
Wakefield	45	59	32	32	26	0	194	\$70,514.39	\$363.14
Walpole	12	10	11	19	11	0	63	\$13,720.69	\$216.59
Warner	32	11	22	18	15	0	98	\$29,704.81	\$303.80
Warren	14	12	12	11	8	0	58	\$16,761.44	\$289.79
Washington	8	4	3	8	6	0	29	\$11,787.58	\$407.59
Weare	43	30	40	22	25	0	160	\$62,997.82	\$394.35
Webster	4	4	6	4	6	0	23	\$6,485.54	\$277.02
Wentworth	6	4	10	8	1	0	29	\$13,425.31	\$464.22
Wentworth's Location							1	\$757.87	\$757.87
Westmoreland	6	6	7	6	1	0	25	\$9,999.93	\$403.41
Whitefield	22	34	29	28	22	0	135	\$39,249.09	\$290.82
Wilmot	10	7	4	7	6	0	33	\$11,711.75	\$354.35
Wilton	12	23	29	19	10	0	94	\$31,066.29	\$331.74
Winchester	76	61	73	41	47	0	297	\$107,143.60	\$360.19
Windham	10	12	12	11	15	0	61	\$18,909.58	\$312.07
Windsor							8	\$2,551.92	\$308.84
Wolfeboro							3	\$638.89	\$231.96
Woodstock	14	10	6	8	10	0	47	\$18,880.06	\$403.22
Total	8,760	8,659	7,631	6,723	4,313	78	36,164	\$11,602,848	\$320.84