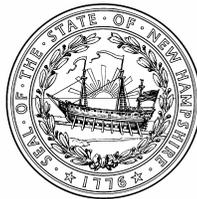


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**REPORT TO THE LEGISLATIVE OVERSIGHT COMMITTEE  
ON ELECTRIC RESTRUCTURING**

**RESULTS AND EFFECTIVENESS OF THE SYSTEM BENEFITS CHARGE**

October 1, 2008

The New Hampshire Public Utilities 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).<sup>1</sup> The SBC is a charge assessed on all electric customers to fund public benefits related to the provision of electricity. The current SBC is \$0.003 or 3 mills per kilowatt-hour (kWh). Since its inception, funds collected through this charge have been divided between energy efficiency and low income assistance programs, with 1.8 mills per kWh devoted to energy efficiency and the remaining 1.2 mills per kWh allocated to the low income energy assistance program or EAP. On September 30, 2008, the low income portion of the system benefits charge was increased to 1.5 mills per kWh.

In 2006, based on passage in 2005 of Senate Bill 228 (Chapter 298, NH Laws of 2005), funds for energy efficiency were reallocated to the temporary emergency assistance program for low-income electric customers. The reallocation affects the 2007-2009 energy efficiency budgets for both New Hampshire Electric Cooperative and Public Service Company of New Hampshire. Their 2008 energy efficiency budgets were reduced by \$86,112 and \$935,077, respectively.

**Energy Efficiency**

Energy efficiency programs are offered to residential, commercial and industrial customers of each of the state's electric utilities. Two principal goals, cost-effective energy savings and transforming the market for energy efficient measures, continue to guide program design.

The SBC-funded energy efficiency programs consist of a "CORE" set of programs that are similar across the service territories of Unitil Energy Systems, National Grid (Granite State Electric Company), New Hampshire Electric Cooperative, and Public Service Company of New Hampshire. The CORE programs constitute the vast majority of the program's expenses as well

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

as number of participants; however, each utility does offer a few non-CORE programs specific to its own customers' needs. The CORE programs, the result of an extensive collaborative effort, began in June 2002. Since then, over \$100,000,000 has been expended on providing energy efficiency measures to approximately 365,000 customers with expected energy savings of over 5 billion kilowatt-hours over the lifetime of the measures. The CORE programs are delivered at a cost of 2 cents per kWh, approximately.

The CORE programs continue to gain recognition nationally. In 2005, the Home Energy Assistance program was recognized by the American Council for an Energy Efficient Economy as an exemplary program in meeting the weatherization needs of low income eligible customers. In 2004, only two years after the start of the CORE programs, New Hampshire was ranked first in the nation in recognition of the ENERGY STAR label as well as leading the nation in sales of ENERGY STAR appliances as a percentage of total sales, a status it continues to hold. And in 2007, the New Hampshire electric utilities along with several homebuilders and energy rating providers received national recognition from the U.S. Environmental Protection Agency for ENERGY STAR qualified homes that were built in New Hampshire in 2006.

The CORE programs are divided between services and measures offered to residential customers and programs for commercial and industrial (C&I) customers. The table below provides an overview of the 2008 CORE programs.

### 2008 NH CORE Program Goals

NH CORE Energy Efficiency Programs	Expenses (\$)	Lifetime kWh Savings	Number of Customers
<b>Residential</b>			
ENERGY STAR Homes	\$ 1,458,510	2,686,115	554
Home Energy Solutions	\$ 1,956,794	28,329,553	1,528
Home Energy Assistance	\$ 2,441,012	26,481,691	955
ENERGY STAR Lighting <sup>2</sup>	\$ 1,353,907	94,647,184	320,725
ENERGY STAR Appliances	\$ 891,903	16,667,155	13,340
<b>Total Residential</b>	<b>\$8,102,126</b>	<b>168,811,698</b>	<b>337,102</b>
<b>Commercial &amp; Industrial</b>			
Educational Programs	\$ 185,983		
Small Business Energy Solutions	\$ 3,194,294	105,895,911	612
Large Business Energy Solutions	\$ 3,234,760	212,712,289	195
New Equipment & Construction	\$ 2,771,151	108,803,809	196
<b>Total Commercial &amp; Industrial</b>	<b>\$9,386,314</b>	<b>427,412,009</b>	<b>1,003</b>
<b>TOTAL</b>	<b>\$17,488,314</b>	<b>596,223,707</b>	<b>338,105</b>

As indicated in the above table, program budgets are allocated to residential and C&I customers in proportion to their respective SBC payments, except that all customers contribute equally to the Home Energy Assistance (HEA) program. The HEA program provides

<sup>2</sup> Number of customers represents number of lighting products expected to be installed.

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. The HEA program is administered by the Community Action Agencies.

On September 19, 2008, the Commission approved a request by PSNH to increase the 2008 budget for HEA by \$860,000. Due to the exigent circumstances facing low-income customers this winter heating season, PSNH proposed transferring \$500,000 from its Home Energy Solutions program, which was undersubscribed, to HEA as well as moving forward an additional \$360,000 from the 2009 and 2010 HEA budgets<sup>3</sup>. The additional HEA funding brings the 2008 HEA budget for PSNH to \$2,682,620 and is expected to serve an additional 340 housing units.

The Commission approved the 2008 CORE budget on December 28, 2007 (Order No. 24,814). A mid-year overview of the 2008 CORE programs is shown below. The results indicate that the 2008 programs, overall, are on target to reach their savings goals. The C&I programs are at or above the targeted savings and customer participation levels. The Large and Small Business Energy Solutions programs have performed exceptionally well thus far, while the New Construction program is slower than it was at this time last year, but is expected to meet its goals by the end of the year. The residential programs also are performing well though the Home Energy Solutions program is undersubscribed and funds were transferred to the Home Energy Assistance program for PSNH.

### **CORE NH Program Highlights** (January 1 - June 30, 2008)

NH CORE ENERGY EFFICIENCY PROGRAMS	EXPENSES (\$)		SAVINGS (Lifetime kWh)		NUMBER OF CUSTOMERS	
	Actual + In Process + Prospective	Percent of Budget	Actual + In Process + Prospective	Percent of Budget	Actual + In Process + Prospective	Percent of Budget
<b>RESIDENTIAL (nhsaves@home)</b>						
ENERGY STAR Homes	\$1,537,467	105%	15,427,551	574%	570	103%
Home Energy Solutions	\$1,521,568	78%	24,008,662	85%	936	61%
Home Energy Assistance	\$1,636,210	67%	16,326,507	91%	755	79%
ENERGY STAR Lighting	\$786,115	58%	90,376,308	95%	246,219	77%
ENERGY STAR Appliances	\$582,719	65%	16,142,286	97%	8,107	61%
<b>TOTAL RESIDENTIAL</b>	<b>\$6,064,079</b>	<b>75%</b>	<b>162,281,315</b>	<b>101%</b>	<b>256,587</b>	<b>76%</b>
<b>COMMERCIAL &amp; INDUSTRIAL (nhsaves@work)</b>						
Small Business Energy Solutions	\$2,887,166	90%	115,697,046	109%	666	109%
Large Business Energy Solutions	\$3,520,306	109%	231,571,631	109%	257	132%
New Construction	\$1,891,426	68%	82,404,071	76%	202	103%
<b>TOTAL COMMERCIAL &amp; INDUSTRIAL</b>	<b>\$8,298,898</b>	<b>90%</b>	<b>429,672,749</b>	<b>101%</b>	<b>1,125</b>	<b>112%</b>
<b>TOTAL</b>	<b>\$14,362,977</b>	<b>83%</b>	<b>591,954,064</b>	<b>101%</b>	<b>257,712</b>	<b>76%</b>

<sup>3</sup> The additional \$860,000 of funding for HEA was included in HB 1653, a bill that makes appropriations for fuel assistance and low income weatherization. HB 1653 was signed into law on September 24, 2008.

It is important to note that the Commission, in conjunction with the electric and natural gas utilities and the Office of Consumer Advocate, is conducting a major study of the technical and economic potential for additional energy efficiency in New Hampshire. The Commission hired GDS Associates, a leading consulting group in the field of energy efficiency, to lead the study. The results of the study, expected in late October, will greatly aid the design and implementation of future energy efficiency programs.

### **Low Income Program**

RSA 374-F:4, VIII (c) authorizes the funding of the low income electric assistance program through the system benefits charge. Customers of 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 EAP, which began on October 1, 2002, will complete its sixth year of operation on September 30, 2008.

In 2007, the Commission conducted a review of the EAP to address ways of streamlining the program's administrative processes. At the same time, the Commission reviewed the evaluation process for the program and adopted the outcomes against which the EAP would be evaluated. The outcomes, which are consistent with those expressed by the Legislature in the adoption of N.H. Laws 2005, Chapter 298 (Senate Bill 228) and by the Commission in its orders regarding the EAP, are: 1) to provide benefits to approximately 30,000 customers; 2) to minimize the waiting list to the extent possible within the limits of the systems benefits charge and the program design; 3) to target the greatest benefit to those customers most in need, with need being determined by the customer's federal poverty guideline ranking; and 4) to balance the need for electric assistance with the need for administrative efficiency.

In July 2008, the Commission opened a proceeding to consider a recommendation from the EAP advisory board to increase the funding for the EAP from 1.2 mils per kWh to 1.5 mils per kWh. (See Attachment A.) The Commission subsequently approved the advisory board's recommendation to increase the low income portion of the system benefits charge to 1.5 mils per kWh, as allowed under RSA 374-F:4, VIII (c). The Commission's order approving the increase, Order No 24,903, is included as Attachment B.

From October 1, 2007 to August 31, 2008, the low income portion of the system benefits charge generated \$12,029,500 in revenue. An additional \$16,639 was paid by the utilities on the program reserve balances held for total funding over the 11 month period of \$12,046,138. During the same time frame, \$11,463,445 in discounts was applied to customer bills.

Between October 1, 2007 and August 31, 2008, \$1,624,306 was paid out in administrative costs. Those costs included not only 2007/2008 program year costs but also \$40,511 of administrative costs incurred during the 2006/2007 program year which were paid in the 2007/2008 program year, \$40,969 for software changes required to accommodate the special winter electric assistance program adopted by the Legislature in 2005, and \$53,572 of costs for changes associated with improving the security of the EAP data and improving EAP reporting capability.

The budget for administrative expenses for period October 1, 2007 through September 30, 2008 was \$1,691,567 or 12.5% of the projected program funding of \$13,577,218 for the 12 month period. As of August 31, 2008, there was a fund balance in the account held by the State Treasurer of \$27,531 and a reserve balance of \$500,000.

Since the electric assistance program began in October 2002, more than 118,326 households representing 283,467 people have received benefits from the program. Information regarding the number of program participants and the benefits paid since program inception, broken out by town, can be found in Attachment C.

As of September 26, 2008, 26,466 households were enrolled in and receiving benefits from the electric assistance program. At the same time, there were 4,504 customers on the waiting list.

<b>Poverty Level</b>	<b>Number of Households Enrolled as of 9/17/2008</b>	<b>Number of Households on Waiting List as of 9/17/2008</b>
Under 75%	6,045	234
76% - 100%	6,210	277
101% - 125%	6,005	343
126% - 150%	5,159	508
151% - 175%	2,461	2,206
176% - 185%	586	936
<b>Total</b>	<b>26,466</b>	<b>4,504</b>

DE 08-097

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August 13, 2008

Debra Howland  
NH Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord NH 03301



Re: Electric Assistance Program Funding and Benefit Level

Dear Ms. Howland:

On July 17, 2008, the EAP Advisory Board held its regular quarterly meeting during which it reviewed the electric assistance program and discussed benefit and funding levels for the upcoming program year.

The Advisory Board noted that as a result of increases in electric rates and a shifting of the participation levels within the discount tiers, the EAP will only be able to provide benefits to approximately 25,000 on a forward looking basis if no changes are made to either the program discounts or the program funding. Currently the program is providing benefits to approximately 28,000 households with a wait list of approximately 3,000 households. A reduction to 25,000 would create a waiting list in excess of 6,000 households. Since October 2007, the wait list has been steadily growing from approximately 1,200 households in October 2007 to more than 3,000 households in July 2008. Given the current upward trend in heating costs, gasoline and other household items, the Board expects demand for the EAP to continue to increase in the 2008-2009 program year causing the wait list to grow beyond 6,000.

In 2006, the Commission reviewed the EAP and adjusted the discounts and tiers to enable to allow the program to serve more customers. At its July meeting, the Advisory Board reviewed the current discount structure and found that the discount and benefit levels remain appropriate and in keeping with the program objective of enabling residential electric customers with low incomes to manage and afford electricity consistent with the program design established by the Commission.<sup>1</sup> In light of that, the Board discussed options for increasing funding for the EAP.

<sup>1</sup> While keeping the discount percentages the same does change the annual percentage of electric bill to income, all of the percentages remain in the 4% to 5% of income range.

August 13, 2008  
Page 2

RSA 374-F:4, VIII (c) provides for a funding level of up to 1.5 mills per kilowatt hour for the low income program. Currently the low income portion of the system benefits charge is 1.2 mills. An increase in the funding level from 1.2 mills to 1.5 mills would enable the EAP to serve close to 34,000, allowing all customers on the wait list to be enrolled and approximately 3,000 additional customers to be enrolled in the upcoming months. The exact number of customers the EAP would be able to provide benefits to would be affected by any future increases in electric rates.

Based on the above, the Advisory Board recommends that the Commission increase the low income portion of the system benefits charge to 1.5 mills per kilowatt hour effective October 1, 2008, the start of the 2008-2009 EAP program year. The impact of this increase on a 600 kWh bill is \$.18 per month or \$2.16 a year, a minimal rate impact given the benefits the EAP provides.

In concert with its discussion of the appropriate funding level for the EAP, the Advisory Board agreed to revisit the EAP system benefits charge increase in the event that additional funding becomes available.

Sincerely,

A handwritten signature in cursive script that reads "Amanda O. Noonan". The signature is written in dark ink and is positioned above the printed name.

Amanda O. Noonan  
Director, Consumer Affairs  
On behalf of the EAP Advisory Board

**STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION**

**DE 08-097**

**Statewide Low-Income Electric Assistance Program**

**2008-2009 Program Year Budgets and System Benefits Charge**

**Order Approving Budgets and Increase to the System Benefits Charge**

**ORDER NO. 24,903**

**September 30, 2008**

**APPEARANCES:** Gerald M. Eaton, Esq. for Public Service Company of New Hampshire; Alexandra E. Blackmore, Esq. for Granite State Electric Company d/b/a National Grid; Gary M. Epler, Esq. for Unitil Energy Systems, Inc.; Mark W. Dean, Esq. for New Hampshire Electric Cooperative, Inc.; Alan Linder, Esq., of New Hampshire Legal Assistance, for The Way Home; Shannon Nolin, Program Director of the Low-Income Electric Assistance Program, for the Community Action Agencies; Rorie E.P. Hollenberg, Esq., of the Office of Consumer Advocate, on behalf of residential utility ratepayers; and Edward N. Damon, Esq. for the Staff of the New Hampshire Public Utilities Commission.

**I. PROCEDURAL HISTORY**

The Commission opened this docket to review and consider (i) the 2008-2009 program year budgets and sales forecasts filed by Public Service Company of New Hampshire (PSNH), Unitil Energy Systems, Inc. (Unitil), Granite State Electric Company d/b/a National Grid (National Grid), New Hampshire Electric Cooperative (NHEC), Community Action Program Belknap—Merrimack Counties, Inc., the lead agency for the New Hampshire community action agencies (Community Action Agencies), and the State of New Hampshire Office of Energy and Planning (OEP) in connection with the statewide low-income electric assistance program (EAP) established pursuant to *Statewide Low-Income Electric Assistance Program*, Order No. 23,980 87 NH PUC 349 (2002), (ii) the EAP Advisory Board's recommendation that the Commission increase the low-income portion of the system benefits charge from 1.2 mills to 1.5 mills per

kilowatt hour effective October 1, 2008, the start of the 2008-2009 EAP program year, pursuant to RSA 374-F: 4, VIII(c), and (iii) the status of implementation of the various EAP programmatic recommendations approved in *Statewide Low-Income Electric Assistance Program*, Order Nos. 24,795 (2007) and 24,820 (2008). Among the issues to be considered is the justness and reasonableness of the proposed rate increase and the proposed budgets. The electric utilities identified above were made mandatory parties to this proceeding and participation by the members of the EAP Advisory Board was requested.

Between July 25, 2008 and August 1, 2008, the electric utilities filed their proposed budgets and forecasted sales for the 2008-2009 program year. The Community Action Agencies filed their proposed budget on July 28, 2008 and OEP filed its budget on August 1, 2008. Unifil also filed an updated sales forecast on September 15, 2008.

On August 8, 2008, the Office of Consumer Advocate (OCA) notified the Commission of its participation in the docket on behalf of residential ratepayers consistent with RSA 363:28. New Hampshire Legal Assistance petitioned to intervene on behalf of The Way Home on September 17, 2008.

On August 13, 2008, the EAP Advisory Board recommended to the Commission that the funding level be increased from 1.2 mills to 1.5 mills per kilowatt hour due to higher costs in electric rates, increases in the number of households needing assistance, and a shifting of the participation levels within the discount tiers. On September 4, 2008, the Commission issued an order of notice scheduling a hearing. On September 22, 2008, Staff filed a memorandum recommending that the Commission approve the 2008-2009 EAP program year budgets as filed. At the hearing on September 23, 2008, the Commission granted The Way Home's petition to intervene.

## II. HEARING RECORD

A panel of three witnesses, Gil Gelineau, the Manager of Marketing Support for PSNH, Amanda Noonan, Director of Consumer Affairs at the Commission, and Shannon Nolin, EAP Program Director, testified regarding the three matters set forth in the order of notice. Three exhibits were introduced into evidence.

### A. RECOMMENDATION TO INCREASE THE LOW-INCOME PORTION OF THE SYSTEM BENEFITS CHARGE

Mr. Gelineau discussed the Advisory Board's recommendation that the Commission increase the low-income portion of the system benefits charge from the existing level of 1.2 mills to 1.5 mills, effective October 1, 2008. He stated that the Commission previously set three key EAP objectives: (1) provide benefits to approximately 30,000 customers, (2) minimize the waiting list, and (3) target the greatest benefit to those customers most in need.<sup>1</sup>

When the Advisory Board met in July 2008, approximately 28,000 customers were enrolled in the EAP, with a waiting list of approximately 3,000 households, compared to a waiting list of approximately 1,200 households in October 2007. Since July, the waiting list has increased from approximately 3,000 households to a current level of approximately 4,200 households, a number which is expected to increase.

Mr. Gelineau stated that the Advisory Board considered the projections of funding levels and concluded that the EAP would only support approximately 25,000 households in the future, resulting in a waiting list of 6,000 households. This means that two of the three program objectives would not be met, namely, the number of customers benefited and the size of the waiting list. According to Mr. Gelineau, the third objective, targeting benefits to customers most

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<sup>1</sup> See *Statewide Low-Income Electric Assistance Program*, Order No. 24,820 (January 30, 2008). In that order, the Commission approved a fourth outcome, balancing the need for electric assistance with the need for administrative efficiency, but that outcome is not implicated by the Advisory Board's recommendation.

in need, appears to be satisfied because within each discount tier the annual average benefit keeps customers' electric bills to approximately 4% to 5% of household income, a criterion established by the Commission in 2006.

The Advisory Board discussed the reasons why the EAP outcomes were not being achieved and why demand for EAP services is expected to increase in the future. First, electric rates have increased approximately 10% over the prior year. Second, there has been a shift in the number of customers in the smaller discount tiers to the larger discount tiers such that the average person enrolled in the EAP is receiving a higher discount. Both factors put pressure on the EAP in terms of its funding and ability to serve the requisite number of customers. The Advisory Board also considered the fact that energy prices have generally increased over the past year – heating oil prices are up approximately 71%, propane is up 32%, and gasoline is up 50% – and that applications for the federal fuel assistance program are up more than 30%, while the number of households being served is up approximately 20% compared to last year. Regarding the sources of the increased demand for EAP services, Ms. Nolin stated that the Community Action Agencies are seeing increases in the number of working, two-parent households seeking assistance.

The Advisory Board considered three solutions to the problem. First, the discount levels could be changed, but it concluded that aspect of the EAP is still working. Second, the number of participants served could be reduced, but it believed that would be contrary to EAP participation goals, which are already not being met. Third, the low-income portion of the system benefits charge could be increased from the existing level of 1.2 mills per kilowatt hour to the maximum of 1.5 mills permitted under RSA 374-F: 4, VIII(c). The Advisory Board calculated that an increase to 1.5 mills would generate about \$3.3 million in additional program

revenues, allowing the EAP to serve a total of approximately 34,000 households, including the existing 28,000 customers enrolled in the EAP, and the waiting list of approximately 3,000 households, with the ability to serve an additional 3,000 households in anticipation of increased demand this winter.

The Advisory Board estimated that the customer impact from increasing the low-income portion of the system benefits charge would be an increase to the monthly bill of a residential electric customer using 600 kwh of approximately 18 cents, or \$2.16 annually, a \$7.50 annual increase for an average small business customer, and a \$3,400 annual increase for the average large commercial/industrial customer.

Mr. Gelineau stated that due to circumstances peculiar to PSNH, it is requesting a waiver of the Commission's rule<sup>2</sup> requiring that rate changes be implemented on a service rendered basis, so that PSNH's change to its system benefits charge rate could be implemented on a bills rendered basis instead. He explained that although its new customer billing system is capable of performing service rendered billing, it is currently set up to operate on a bills rendered basis and testing still needs to be done for service rendered billing adjustments. He stated that PSNH did not anticipate the billing change when it installed the system and the system is in lock down mode until mid-October when the other operating companies will be moved onto the system. Ms. Noonan indicated that the Commission could accommodate PSNH's requested waiver without creating technical problems in the administration of the EAP and, because of the small bill impacts resulting from the rate increase, without materially disadvantaging customers of PSNH or the other utilities.

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<sup>2</sup> See N.H. Code of Admin. Rules Puc 1203.05 (b) and (c).

## B. EAP BUDGETS FOR 2008-2009 PROGRAM YEAR

Ms. Noonan discussed the proposed budgets of the electric utilities, the Community Action Agencies and OEP for the upcoming EAP program year. The utility budgets consist of incremental EAP expenses for things such as the production and printing of educational materials, including posters and brochures, customer service, legal services and IT/computer support. OEP's budget is based on its periodic evaluation functions, including a process evaluation every three years to determine 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 it operates efficiently, and on its on-going involvement in Advisory Board meetings and related discussions. The Community Action Agencies' budget is directly related to the administration of the EAP and includes expenses for such matters as client outreach, intake, application processing, and monitoring and compliance reporting.

Overall, the 2008-2009 program year budgets are 1.57% lower than the 2007-2008 program year budgets. When the one-time software development costs that were part of the 2007-2008 EAP budget are removed, the on-going administrative costs for the 2008-2009 program year are slightly (1.64%) higher than the ongoing administrative costs for the prior program year, as shown below.

### Proposed EAP Utility Budgets 2008-2009 Program Year

	Utility and OEP Administrative Costs	CAA Administrative Costs	Total
PSNH	\$35,800	\$1,185,285	\$1,221,085
NHEC	\$ 3,500	\$ 143,550	\$ 147,050
NG	\$ 3,149	\$ 101,555	\$ 104,704
UES	\$ 5,200	\$ 166,384	\$ 171,584
OEP	<u>\$20,510</u>	<u>\$ 0</u>	<u>\$ 20,510</u>
<b>Total</b>	<b>\$68,159</b>	<b>\$1,596,774</b>	<b>\$1,664,933</b>

**Proposed EAP Utility Budgets  
2008-2009 Program Year as Compared to 2007-2008 Program Year**

	Utility/OEP Admin. Costs 07-08	CAA Admin. Costs 07-08	Total 07-08	Utility/OEP Admin. Costs 08-09	CAA Admin. Costs 08-09	Total 08-09	Percentage Change
PSNH	\$35,450	\$1,207,911	\$1,243,361	\$35,800	\$1,185,285	\$1,221,085	-1.79%
NHEC	\$ 6,000	\$ 103,477	\$ 109,477	\$ 3,500	\$ 143,550	\$ 147,050	34.32%
NG	\$ 5,372	\$ 92,362	\$ 97,734	\$ 3,149	\$ 101,555	\$ 104,704	7.13%
UES	\$ 5,200	\$ 161,713	\$ 166,913	\$ 5,200	\$ 166,384	\$ 171,584	2.80%
OEP	\$20,510	\$ 0	\$ 20,510	\$20,510	\$ 0	\$ 20,510	0.00%
<b>Total</b>	<b>\$72,532</b>	<b>\$1,565,463</b>	<b>\$1,637,995</b>	<b>\$68,159</b>	<b>\$1,596,774</b>	<b>\$1,664,933</b>	1.64%

The EAP Advisory Board met to review and discuss the budgets on August 21, 2008.

The discussion focused primarily on the Community Action Agencies' portion of the overall budget. Their proposed budget represents an increase of 2% over the 2007-2008 program year.

According to Ms. Noonan, the budget increase is driven primarily by increased travel costs related to outreach, the need to replace aging computer equipment used to take EAP applications, an increase in the cost of providing health care benefits to employees, and increases in heating costs and rent. No objections to the budgets were raised at the Advisory Board meeting. Ms. Noonan noted that the overall utility budgets have decreased and there is no change in the OEP's budget. Based on her review and analysis, Ms. Noonan concluded that the proposed 2008-2009 EAP program year budgets are reasonable and recommended that the Commission approve them as filed.

Ms. Noonan and Ms. Nolin agreed that increasing the low-income portion of the system benefits charge would not materially affect the Community Action Agencies' budget. Thus, all additional revenues would go toward EAP benefits.

### C. EAP ADMINISTRATIVE EFFICIENCY IMPROVEMENTS

Ms. Nolin addressed the status of the implementation of the EAP administrative efficiency improvements mandated by the Commission in Docket No. DE 07-009, which investigated ways of streamlining EAP administrative processes.<sup>3</sup> Ms. Nolin reported that all the efficiency improvements have already been implemented or are in progress.

Regarding the items in progress, automation of the utility enrollment process is still under consideration but it has not been accomplished, in part because recent system conversions at two utilities precluded such changes from being made up to now. For similar reasons, automation of the enrollment removal process has been delayed pending final completion of the conversions. Ms. Nolin stated that the Community Action Agencies are on a working group that is part of an initiative sponsored by the Department of Health and Human Services called the “Front Door Access Project,” which is investigating technologically efficient ways of sharing welfare enrollment information.

Encryption of the electronic data being sent from the utilities to the Community Action Agencies has been implemented and data transmission from the Community Action Agencies to the utilities is being accomplished by a secure hyperlink. Discussions have also taken place regarding the cost effectiveness of the extra step of encrypting e-mail communications from the Community Action Agencies to the utilities, a step beyond what the Commission required.

The Community Action Agencies are to enter into three service level agreements in connection with their computer systems. According to Ms. Nolin, two agreements are in place for system management and hardware support. An agreement for software support is not currently in place because the former software vendor terminated its relationship with the

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<sup>3</sup> See *Statewide Low-Income Electric Assistance Program*, Order No. 24,795 (October 24, 2007) and Order No. 24,820 (January 30, 2008).

Community Action Agencies. Another vendor is currently working on a time and materials basis and the Community Action Agencies expect to issue a request for proposals for a software agreement within the next quarter.

Finally, Ms. Nolin stated that the periodic reporting contemplated by the monitoring and evaluation manual is being done. The accuracy of the information regarding timely payment, complete payments, partial payments and no payments still needs to be verified by reconciling it against information possessed by the utilities. Simple ad hoc reports are also generated. She stated that all the specified periodic reports and ad hoc reporting are expected to be in place by next fall.

### **III. POSITIONS OF THE PARTIES AND STAFF**

#### **A. PSNH**

PSNH stated that all parties agree with the Advisory Board that the recommended increase in the low-income portion of the system benefits charge is necessary to achieve the goals of the EAP and the rate impact is minimal. PSNH requested that the Commission grant its waiver request in order to allow the rate adjustment to become effective October 1 on a bills rendered basis. PSNH also stated that the proposed budgets are reasonable, noting that they are very little changed from last year.

#### **B. NHEC**

NHEC fully supported the recommended increase in the low-income portion of the system benefits charge. Stating that it does not take lightly the prospect of increased electric rates, given current energy costs, NHEC provided some historical context for the Commission's consideration.

NHEC noted that three years ago, the Legislature held a special session to pass a law augmenting the EAP on an emergency basis. A year ago, similar issues were before the Commission. At that time, NHEC recommended raising the low-income portion of the system benefits charge to 1.5 mills per kilowatt hour because the cost of energy and economic conditions warranted it. The Commission did not adopt NHEC's recommendation, opting instead to fine tune the discount tiers so that although the average program benefit was reduced, the program could continue to meet the affordability goal of limiting electric bills to 4%-5% of income. In addition, over the last year the Commission approved a number of program refinements in order to achieve greater efficiencies. NHEC concluded that past efforts to make the program as efficient as possible in order to avoid a rate increase for as long as possible have been successful, but under current circumstances there are no remaining alternatives to approving the recommended increase in the low-income portion of the system benefits charge, if program goals are to be achieved.

### **C. National Grid**

National Grid supported the Advisory Board's recommendation to increase the low-income portion of the system benefits charge in view of recent increases in heating costs, gasoline and other household expenses, and the increase in the number of households on the EAP wait list. National Grid also maintained that increasing EAP funding is consistent with the goals established for the EAP in Docket No. 06-079, in terms of the number of customers that can be served and the benefit levels that can be provided. Finally, National Grid expressed its support for the 2008-2009 EAP program year budgets.

**D. Unitil**

Unitil joined in the comments of the other electric utilities in favor of the Commission's approval of the Advisory Board's recommendation to increase the low-income portion of the system benefits charge.

**E. Community Action Agencies**

The Community Action Agencies supported the recommendation of the Advisory Board to increase the low-income portion of the system benefits charge.

**F. The Way Home**

The Way Home supported the recommendation of the Advisory Board to increase the low-income portion of the system benefits charge. The Way Home stated that the ever growing number of applications demonstrates the need to increase low income charge in order to achieve the goals established by the Commission in prior orders. The Way Home also supported the proposed budgets of the utilities, the Community Action Agencies and OEP, pointing out that all parties and Staff have worked to streamline the EAP. According to the Way Home, the Community Action Agencies have done their utmost to implement the recommendations and the action steps set forth in prior Commission orders and are continuing to fully implement all the action steps.

**G. OCA**

OCA supports the Advisory Board's recommended increase in the low-income portion of the system benefits charge. OCA takes no position on the budgets and it looks forward to working with the other members of the Advisory Board on the implementation of the administrative efficiency improvements.

## **H. Staff**

Staff supported the Advisory Board's recommended increase in the low-income portion of the system benefits charge and stated that the proposed budgets as filed are reasonable. Staff joined in the The Way Home's commendation of the Community Action Agencies in continuing to make progress on the administrative efficiency action steps outlined in prior orders.

## **IV. COMMISSION ANALYSIS**

The Advisory Board and the parties to this docket unanimously recommend that we increase the low-income portion of the system benefits charge from the existing level of 1.2 mills per kilowatt hour, which was approved by the Commission on November 1, 2000, to 1.5 mills per kilowatt hour, the maximum level permitted under RSA 374-F: 4, VIII(c). The record reflects that the Advisory Board carefully and thoroughly analyzed the situation, and the evidence introduced at hearing clearly demonstrates that there is a compelling basis for raising the low income charge.

As set forth in prior orders, the EAP is intended to serve approximately 30,000 households and to minimize the waiting list for program enrollment. Since there are currently about 28,000 households enrolled, and a waiting list of 4,200 households, the EAP is not meeting program objectives. Moreover, recent trends show that it will be increasingly more difficult to achieve program objectives inasmuch as electric rates have increased and the number of customers in the smaller discount tiers has shifted to the larger discount tiers, such that the average person enrolled in the EAP is receiving a higher discount. In addition, non-electric energy prices are increasing and demand for the services provided by the federal fuel assistance program is up, which is indicative of the difficult economic circumstances faced by low-income customers. Furthermore, the Community Action Agencies are witnessing an increased need for

EAP services, including increases in the number of working, two-parent households seeking EAP assistance.

As NHEC recounted, this is not the first time that changes related to the EAP have been considered, and that historical background informs our decision today. Notably, the Legislature held a special session three years ago and passed a law augmenting the EAP on an emergency basis; it is apparent that the difficult economic circumstances facing low-income customers in 2005 have hardly improved since then. Two years ago, similar issues were before us but we were able to find reasonable alternatives to raising the low income charge, without jeopardizing program objectives. We were able to fine tune the discount tiers so that, although the average program benefit was reduced, the program could continue to meet the affordability goal of limiting electric bills to approximately 4%-5% of household income. In addition, we approved a number of program refinements in order to achieve further administrative efficiencies and help ensure that program funds are being spent in the most cost-effective way. More recently, the Legislature passed, and Governor Lynch signed on September 24, 2008, a bill approving measures related to low income assistance programs for the upcoming winter.

The Advisory Board considered a range of alternatives but concluded, for good reason, that changing the discount tiers would undercut the aspect of the EAP that is still working – targeting the greatest benefit to those customers most in need and maintaining affordability of electric bills – while lowering the number of program participants would be contrary to EAP participation goals. Instead, it concluded that it was the appropriate time to raise the low income portion of the system benefits charge from the 1.2 mills per kilowatt hour level set by the Commission in 2000 to the 1.5 mills per kilowatt hour level permitted by the Legislature.

We are mindful that raising the low income portion of the system benefits charge represents a rate increase for a typical residential customer using 500 kwh monthly of 15 cents, or \$1.80 annually, while the annual bill impact for an average small business customer would be approximately \$7.50. However, when considering that the approximately \$3.3 million that would be made available for EAP benefits would serve an additional 6,000 customers, the bill impacts are reasonable. Furthermore, we find that the need for assistance is growing and that the objectives of eliminating the waiting list and serving 34,000 customers are sound. We also find that the best way to achieve these objectives is to raise the low income portion of the system benefits charge. Accordingly, we will adopt the Advisory Board's recommendation.

PSNH has requested that we waive our rule requiring that rate changes be implemented on a service rendered basis. Essentially, the company-wide conversion of Northeast Utilities' billing systems, which include PSNH's new billing system, has not yet progressed far enough to allow for PSNH to reliably make the rate change on a service rendered basis. We find that PSNH has presented sufficient reasons for granting the waiver in this instance and that any impact on customers of other utilities is negligible. We will therefore grant the request.

We will also approve the 2008-2009 EAP program year budgets, which we find to be reasonable and consistent with budgets presented and approved in past years. Overall, excluding one-time software development costs that were part of the 2007-2008 EAP budget, the on-going administrative costs for the 2008-2009 program year are slightly (1.64%) higher than the comparable administrative costs for the prior program year, but the increased amount is reasonable and expectable.

Finally, we are pleased that the efficiency improvements contemplated by prior orders have already been implemented or are in the process of being completed. It is essential that close

attention be paid to such matters, now and in the future, to assure that EAP program dollars are spent wisely.

**Based upon the foregoing, it is hereby**

**ORDERED**, in accordance with the Advisory Board's recommendation, that the low-income portion of the system benefits charge be increased from the existing level of 1.2 mills per kilowatt hour to 1.5 mills per kilowatt hour, effective October 1, 2008; and it is

**FURTHER ORDERED**, that the above described increase shall be made on a service rendered basis, except that with respect to PSNH the rate change may be made on a bills rendered basis; and it is

**FURTHER ORDERED**, that the 2008-2009 EAP program year budgets are approved as filed.

By order of the Public Utilities Commission of New Hampshire this thirtieth day of September, 2008.

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Thomas B. Getz  
Chairman

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Graham J. Morrison  
Commissioner

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Clifton C. Below  
Commissioner

Attested by:

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Kimberly Nolin Smith  
Assistant Secretary

# Municipal Report

Attachment C

Town	HHS <75% FPG	HHS 75% - <100%	HHS % - 100%-<125%	HHS 125% -<150%	HHS 150% -<175%	HHS >175% - 185%	Total HHS	Total Beneficiaries	Benefits Provided	Avg discount per HH
Acworth	28	31	34	25	16	11	145	321	\$65,969.41	\$454.96
Albany	43	51	22	35	17	4	172	434	\$97,433.83	\$566.48
Alexandria	23	17	35	30	12	10	127	315	\$80,346.36	\$632.65
Allenstown	187	159	176	193	101	27	843	2009	\$441,491.69	\$523.71
Alstead	54	46	56	53	21	8	238	587	\$135,766.77	\$570.45
Alton	115	81	99	114	63	13	485	1196	\$266,432.98	\$549.35
Amherst	60	58	54	53	48	22	295	798	\$208,434.66	\$706.56
Andover	40	29	39	48	32	11	199	401	\$114,670.53	\$576.23
Antrim	71	83	82	76	23	11	346	802	\$185,188.35	\$535.23
Ashland	8	6	6	5	0	0	25	59	\$25,272.05	\$1,010.88
Atkinson	22	21	32	25	17	7	124	233	\$46,485.34	\$374.88
Auburn	34	36	63	40	24	5	202	496	\$128,753.43	\$637.39
Barnstead	93	68	92	74	52	17	396	1006	\$229,793.80	\$580.29
Barrington	162	138	136	106	69	29	640	1502	\$389,489.40	\$608.58
Bartlett	59	59	62	57	30	16	283	636	\$159,799.76	\$564.66
Bath	38	18	33	31	14	5	139	305	\$80,495.82	\$579.11
Bedford	68	64	81	70	33	13	329	767	\$221,542.63	\$673.38
Belmont	296	281	297	250	165	43	1332	3136	\$744,305.88	\$558.79
Bennington	41	26	23	28	22	4	144	314	\$87,294.69	\$606.21
Benton	8	3	14	6	5	0	36	66	\$12,527.93	\$348.00
Berlin	464	527	464	418	186	60	2119	4681	\$903,790.46	\$426.52
Bethlehem	57	73	60	59	42	17	308	731	\$155,570.17	\$505.10
Boscawen	123	99	109	89	39	26	485	1260	\$207,678.67	\$428.20
Bow	26	21	24	31	10	8	120	364	\$69,986.18	\$583.22
Bradford	53	43	33	43	14	8	194	395	\$124,260.28	\$640.52
Brentwood	30	16	22	19	11	1	99	262	\$71,443.66	\$721.65
Bridgewater	7	18	26	16	10	2	79	151	\$40,451.69	\$512.05
Bristol	70	77	82	76	26	4	335	844	\$184,673.77	\$551.26
Brookfield	10	7	11	8	7	0	43	95	\$26,525.97	\$616.88
Brookline	37	22	15	18	12	5	109	288	\$75,910.10	\$696.42
Campton	72	98	103	85	46	12	416	941	\$238,998.67	\$574.52
Canaan	49	99	59	71	24	6	308	593	\$174,798.63	\$567.53
Candia	39	48	38	43	14	7	189	399	\$123,039.88	\$651.00
Canterbury	21	11	23	15	8	2	80	179	\$45,673.64	\$570.92
Carroll	12	22	25	9	8	5	81	171	\$50,232.46	\$620.15
Center Harbor	29	10	13	8	14	4	78	167	\$56,712.83	\$727.09
Charlestown	193	164	183	209	96	40	885	2255	\$461,534.65	\$521.51
Chatham	8	10	4	6	0	1	29	84	\$25,491.69	\$879.02
Chester	25	19	21	17	10	2	94	260	\$63,634.92	\$676.97
Chesterfield	52	52	44	51	26	9	234	617	\$141,659.93	\$605.38
Chichester	24	22	27	30	12	3	118	260	\$49,253.52	\$417.40
Claremont	590	679	584	448	218	94	2613	6332	\$1,171,733.13	\$448.42
Clarksville	10	16	12	12	12	1	63	142	\$30,309.28	\$481.10
Colebrook	146	149	144	124	53	15	631	1295	\$345,104.58	\$546.92
Columbia	30	36	29	26	8	3	132	278	\$72,818.72	\$551.66
Concord	936	804	842	793	382	174	3931	8984	\$1,275,973.43	\$324.59
Conway	340	393	307	285	134	58	1517	3155	\$936,686.74	\$617.46
Cornish	20	19	39	23	14	13	128	253	\$66,587.22	\$520.21
Croydon	13	14	19	14	9	3	72	129	\$35,277.74	\$489.97
Dalton	21	41	73	42	20	5	202	421	\$105,265.31	\$521.12
Danbury	34	41	27	32	19	7	160	363	\$94,895.38	\$593.10
Danville	81	66	56	56	27	15	301	667	\$141,984.34	\$471.71
Deerfield	74	40	43	37	20	8	222	556	\$154,954.16	\$697.99
Deering	48	16	47	41	16	9	177	501	\$132,330.50	\$747.63
Dery	552	486	508	465	227	62	2300	5472	\$1,354,158.57	\$588.76
Dorchester	13	18	15	17	9	1	73	148	\$46,614.39	\$638.55
Dover	854	674	559	475	206	80	2848	6443	\$1,377,493.83	\$483.67
Dublin	15	13	12	9	10	0	59	160	\$35,230.25	\$597.12
Dummer	3	7	8	8	4	1	31	63	\$16,685.93	\$538.26
Dunbarton	19	14	33	19	10	7	102	243	\$63,738.65	\$624.89
Durham	10	21	38	16	9	3	97	175	\$45,176.11	\$465.73
East Kingston	16	16	16	6	9	0	63	153	\$21,214.53	\$336.74
Easton	8	5	0	3	2	0	18	42	\$13,828.96	\$768.28
Eaton	2	5	1	1	0	1	10	16	\$3,588.36	\$358.84
Effingham	48	53	45	64	19	9	238	589	\$131,970.82	\$554.50
Ellsworth	3	2	2	1	0	0	8	14	\$10,455.16	\$1,306.90
Enfield	41	64	78	60	20	8	271	539	\$138,072.80	\$509.49
Epping	134	111	102	124	61	8	540	1357	\$320,769.47	\$594.02
Epsom	81	96	87	88	59	17	428	1017	\$210,951.71	\$492.88
Errol	8	22	26	12	5	3	76	125	\$26,380.47	\$347.11
Exeter	256	283	252	259	145	54	1249	2423	\$487,392.27	\$390.23
Farmington	286	226	207	220	123	24	1086	2950	\$620,582.03	\$571.44
Fitzwilliam	49	40	38	31	25	15	198	519	\$108,978.74	\$550.40
Francestown	15	5	9	15	4	4	52	153	\$43,946.32	\$845.12
Franconia	14	14	19	19	10	4	80	158	\$35,010.88	\$437.64
Franklin	549	375	409	307	136	58	1834	4876	\$950,318.48	\$518.17
Freedom	38	27	44	36	21	7	173	349	\$121,523.56	\$702.45
Fremont	58	31	23	47	23	7	189	456	\$120,447.08	\$637.29
Gilford	113	155	163	204	68	35	738	1446	\$397,279.25	\$538.32
Gilmanton	81	66	89	77	41	16	370	1009	\$201,048.91	\$543.38

Municipal Report

Town	HHs <75% FPG	HHs 75% - <100%	HHs % - 100%<-125%	HHs 125% <-150%	HHs 150% <-175%	HHs >175% - 185%	Total HHs	Total Beneficiaries	Benefits Provided	Avg discount per HH
Gilsum	24	21	21	18	12	3	99	204	\$53,381.16	\$539.20
Goffstown	180	143	180	172	123	28	826	2025	\$487,629.61	\$590.35
Gorham	66	89	75	104	51	13	398	763	\$173,178.77	\$435.12
Goshen	25	20	19	28	10	6	108	318	\$57,828.34	\$535.45
Grafton	58	51	41	32	19	7	208	482	\$136,914.30	\$658.24
Grantham	9	9	5	13	4	1	41	89	\$24,225.55	\$590.87
Greenfield	13	18	23	25	11	3	93	264	\$48,009.08	\$516.23
Greenland	23	32	17	31	8	3	114	230	\$67,812.71	\$594.85
Greenville	79	57	112	69	41	13	371	971	\$206,247.17	\$555.92
Groton	8	17	21	17	12	6	81	186	\$40,374.21	\$498.45
Hampstead	44	73	65	83	35	13	313	571	\$156,893.47	\$501.26
Hampton	179	126	170	92	56	17	640	1351	\$257,550.98	\$402.42
Hampton Falls	8	8	2	3	4	0	25	47	\$14,321.82	\$572.87
Hancock	33	18	24	24	10	3	112	246	\$63,768.73	\$569.36
Hanover	3	9	16	8	0	1	37	55	\$26,556.51	\$717.74
Harrisville	10	19	11	13	10	0	63	148	\$36,765.61	\$583.58
Haverhill	69	93	86	112	25	15	400	941	\$257,688.35	\$644.22
Hebron	13	13	24	16	2	3	71	230	\$37,152.73	\$523.28
Henniker	72	53	77	63	33	10	308	668	\$169,914.23	\$551.67
Hill	23	23	32	36	12	5	131	359	\$79,020.96	\$603.21
Hillsborough	186	160	185	157	97	24	809	2158	\$469,300.72	\$580.10
Hinsdale	134	136	148	133	58	19	628	1547	\$376,006.19	\$598.74
Holderness	19	33	32	36	19	4	143	302	\$75,727.51	\$529.56
Hollis	22	21	29	28	17	8	125	282	\$72,529.78	\$580.24
Hooksett	198	200	222	246	97	21	984	2003	\$483,979.26	\$491.85
Hopkinton	49	59	63	56	31	18	276	598	\$136,670.66	\$495.18
Hudson	336	223	217	194	114	51	1135	3055	\$701,445.36	\$618.01
Jackson	11	18	7	16	4	0	56	107	\$40,332.81	\$720.23
Jaffrey	108	96	111	119	48	23	505	1252	\$285,737.46	\$565.82
Jefferson	14	25	22	16	11	1	89	170	\$49,682.46	\$558.23
Keene	475	538	495	533	225	94	2360	5043	\$1,275,197.81	\$540.34
Kensington	6	3	6	9	2	3	29	55	\$11,415.04	\$393.62
Kingston	82	61	52	56	32	11	294	700	\$162,063.24	\$551.24
Laconia	827	711	660	469	224	93	2984	7154	\$1,325,474.16	\$444.19
Lancaster	97	155	144	127	34	16	573	1283	\$283,515.08	\$494.79
Landaff	10	12	7	15	3	1	48	124	\$18,367.95	\$382.67
Langdon	9	16	20	18	11	2	76	193	\$38,976.91	\$512.85
Lebanon	181	260	197	119	52	21	830	1638	\$428,128.41	\$515.82
Lee	54	57	48	59	18	13	249	575	\$137,040.94	\$550.37
Lempster	49	37	51	38	13	5	193	541	\$121,661.51	\$630.37
Lincoln	42	96	111	72	31	11	363	655	\$169,565.26	\$467.12
Lisbon	60	66	84	58	31	18	317	798	\$166,532.76	\$525.34
Litchfield	85	58	67	61	31	15	317	889	\$245,973.63	\$775.94
Littleton	13	14	18	13	7	2	67	158	\$45,433.67	\$678.11
Londonderry	226	171	208	183	92	39	919	2425	\$674,359.49	\$733.80
Loudon	69	71	73	70	44	22	349	826	\$198,057.36	\$567.50
Lyman	10	19	20	17	6	1	73	172	\$50,418.43	\$690.66
Lyme	6	9	21	14	2	2	54	111	\$30,674.98	\$568.06
Lyndeborough	10	7	16	18	8	3	62	178	\$40,884.86	\$659.43
Madbury	14	21	17	23	9	1	85	204	\$56,957.85	\$670.09
Madison	51	49	44	58	37	11	250	679	\$133,104.07	\$532.42
Manchester	4835	3882	3381	2909	1332	525	16864	43565	\$7,771,808.30	\$460.85
Marlborough	42	68	39	35	25	13	222	510	\$117,719.85	\$530.27
Marlow	29	9	30	26	14	5	113	263	\$62,942.40	\$557.01
Mason	11	0	10	11	0	3	35	101	\$19,877.22	\$567.92
Meredith	241	203	209	176	105	27	961	2295	\$566,087.35	\$589.06
Merrimack	179	130	166	167	94	44	780	1980	\$519,216.89	\$665.66
Middleton	34	65	44	36	20	6	205	561	\$118,631.00	\$578.69
Milan	24	29	46	42	17	5	163	348	\$89,115.86	\$546.72
Milford	268	211	207	181	107	43	1017	2639	\$583,286.12	\$573.54
Milton	178	205	201	117	57	24	782	2075	\$482,496.27	\$617.00
Monroe	11	14	23	23	8	6	85	192	\$53,087.66	\$624.56
Mont Vernon	9	11	16	18	8	2	64	180	\$48,468.10	\$757.31
Moultonborough	56	49	62	94	43	17	321	806	\$173,126.85	\$539.34
Nashua	2627	1895	1548	1421	627	306	8424	21777	\$4,295,902.50	\$509.96
Nelson	15	11	16	4	2	4	52	129	\$37,411.98	\$719.46
New Boston	43	26	32	25	24	2	152	460	\$102,877.29	\$676.82
New Castle	0	0	6	2	0	1	9	9	\$2,508.57	\$278.73
New Durham	56	44	48	46	28	5	227	577	\$149,954.48	\$660.59
New Hampton	60	54	39	48	19	8	228	567	\$149,695.50	\$656.56
New Ipswich	59	53	56	62	20	8	258	760	\$166,389.69	\$644.92
New London	13	24	35	23	6	4	105	251	\$54,458.22	\$518.65
Newbury	23	25	29	19	15	5	116	248	\$64,865.44	\$559.18
Newfields	6	4	4	8	6	3	31	61	\$12,528.62	\$404.15
Newington	6	9	6	7	3	2	33	68	\$23,724.20	\$718.92
Newmarket	178	130	105	117	48	16	594	1447	\$342,512.80	\$576.62
Newport	348	351	367	242	130	36	1474	3334	\$840,723.88	\$570.37
Newton	29	35	31	39	27	7	168	371	\$73,608.56	\$438.15
North Hampton	26	45	43	37	13	7	171	302	\$112,268.97	\$656.54
Northfield	117	111	96	111	51	22	508	1245	\$289,243.55	\$569.38

Municipal Report

Town	HHS <75% FPG	HHS 75% - <100%	HHS % - 100%<125%	HHS 125% <150%<	HHS 150%< <175%	HHS >175% - 185%	Total HHS	Total Beneficiaries	Benefits Provided	Avg discount per HH
Northumberland	58	110	110	139	52	15	484	1031	\$233,369.34	\$482.17
Northwood	69	57	55	69	40	11	301	811	\$186,206.83	\$618.63
Nottingham	34	23	35	53	14	3	162	390	\$88,294.77	\$545.03
Orange	0	0	2	2	0	1	5	18	\$6,363.61	
Orford	12	20	16	9	9	1	67	166	\$44,622.77	\$666.01
Ossipee	234	221	186	147	84	29	901	2023	\$578,983.26	\$642.80
Pelham	86	69	103	64	41	16	379	930	\$281,497.46	\$742.74
Pembroke	202	144	170	152	74	29	771	1778	\$371,528.92	\$481.88
Peterborough	143	84	91	76	53	17	464	1156	\$221,411.81	\$477.18
Piermont	18	10	21	21	5	0	75	189	\$48,195.57	\$642.61
Pittsburg	27	39	30	30	9	3	138	295	\$79,720.32	\$577.68
Pittsfield	127	130	125	109	53	22	566	1470	\$292,555.50	\$516.88
Plainfield	24	24	17	14	4	0	83	173	\$48,680.50	\$586.51
Plaistow	73	79	61	86	46	13	358	758	\$135,785.25	\$379.29
Plymouth	115	142	118	107	57	18	557	1340	\$338,890.34	\$608.42
Portsmouth	262	343	290	232	112	27	1266	2380	\$578,786.01	\$457.18
Randolph	9	6	9	4	3	0	31	60	\$13,784.65	\$444.67
Raymond	200	206	251	205	108	41	1011	2368	\$585,214.34	\$578.85
Richmond	10	20	16	21	5	8	80	258	\$45,572.13	\$569.65
Rindge	69	52	49	57	29	12	268	799	\$170,672.33	\$636.84
Rochester	1473	1312	1086	847	387	125	5230	12183	\$2,815,106.11	\$538.26
Rollinsford	39	41	42	26	15	10	173	445	\$90,916.44	\$525.53
Roxbury	2	4	2	1	3	2	14	18	\$6,987.10	\$499.08
Rumney	61	58	55	30	33	7	244	608	\$162,910.68	\$667.67
Rye	31	40	46	44	16	5	182	328	\$93,264.95	\$512.44
Salem	271	308	382	341	157	52	1511	3011	\$640,407.28	\$423.83
Salisbury	24	13	20	20	7	3	87	196	\$38,182.25	\$438.88
Sanbornton	32	35	47	39	16	14	183	444	\$96,778.25	\$528.84
Sandown	51	51	51	47	33	9	242	648	\$148,480.62	\$613.56
Sandwich	18	28	22	19	12	5	104	178	\$53,630.76	\$515.68
Seabrook	340	287	286	212	100	34	1259	2691	\$610,355.77	\$484.79
Sharon	0	3	3	1	0	1	8	39	\$2,645.12	\$330.64
Shelburne	3	2	2	7	6	3	23	56	\$9,402.85	\$408.82
Somersworth	646	377	323	264	144	53	1807	4537	\$1,002,667.81	\$554.88
South Hampton	2	1	2	14	5	1	25	54	\$6,279.46	\$251.18
Springfield	31	30	22	22	6	2	113	288	\$65,097.99	\$576.09
Stark	12	22	22	11	9	5	81	164	\$38,756.63	\$478.48
Stewartstown	49	57	54	39	37	12	248	531	\$143,431.92	\$578.35
Stoddard	18	19	22	11	3	1	74	148	\$40,900.92	\$552.72
Strafford	41	39	42	18	25	4	169	462	\$95,700.13	\$566.27
Stratford	54	109	90	54	16	6	329	654	\$163,210.50	\$496.08
Stratham	28	19	14	13	7	8	89	248	\$49,084.47	\$551.51
Sugar Hill	14	3	9	15	6	1	48	85	\$25,779.24	\$537.07
Sullivan	15	26	22	20	8	4	95	218	\$66,443.15	\$699.40
Sunapee	55	37	47	61	21	10	231	570	\$159,161.39	\$689.01
Surry	19	10	6	9	0	4	48	147	\$30,268.69	\$630.60
Sutton	28	26	30	26	19	1	130	353	\$75,886.53	\$583.74
Swanzey	197	177	185	183	84	29	855	2060	\$525,145.23	\$614.20
Tamworth	101	143	144	112	42	22	564	1131	\$316,638.57	\$561.42
Temple	18	11	15	10	6	2	62	183	\$46,552.91	\$750.85
Thomton	51	57	72	34	33	14	261	594	\$191,739.82	\$734.64
Tilton	142	101	124	113	57	17	554	1174	\$318,638.60	\$575.16
Troy	74	85	79	89	50	12	389	1056	\$191,374.67	\$491.97
Tuftonboro	41	54	45	48	31	12	231	533	\$123,495.32	\$534.61
Unity	25	27	29	10	21	4	116	238	\$71,096.38	\$612.90
Unknown	6	4	4	0	0	2	16	69	\$5,711.71	\$356.98
Wakefield	143	168	154	140	78	42	725	1848	\$427,879.16	\$590.18
Walpole	62	36	50	49	20	7	224	592	\$150,578.22	\$672.22
Warner	45	49	55	41	21	16	227	523	\$156,791.32	\$690.71
Warren	39	38	42	51	15	7	192	408	\$114,024.27	\$593.88
Washington	37	18	31	26	12	2	126	358	\$80,561.24	\$639.37
Waterville Valley	0	1	0	1	2	0	4	11	\$803.38	
Weare	139	93	109	101	47	24	513	1321	\$330,122.06	\$643.51
Webster	13	11	21	29	11	5	90	261	\$40,392.22	\$448.80
Wentworth	23	34	41	15	11	0	124	253	\$74,658.35	\$602.08
Wentworths Location	1	0	1	1	1	1	5	5	\$1,551.65	\$310.33
Westmoreland	8	11	18	20	8	4	69	190	\$50,854.55	\$737.02
Whitefield	43	96	94	75	34	15	357	847	\$187,295.94	\$524.64
Wilmot	25	34	14	12	20	5	110	255	\$56,424.90	\$512.95
Wilton	63	75	73	59	27	12	309	796	\$167,005.37	\$540.47
Winchester	224	211	220	175	105	41	976	2411	\$629,052.95	\$644.52
Windham	36	32	56	59	24	10	217	553	\$130,513.63	\$601.45
Windsor	2	4	10	2	3	0	21	51	\$15,496.93	\$737.95
Wolfeboro	1	3	6	2	1	0	13	29	\$7,492.27	\$576.33
Woodstock	41	46	58	58	24	9	236	525	\$128,861.69	\$546.02
	29104	26218	25392	22515	10969	4128	118326	283467	\$62,127,209.20	\$525.05