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N.H.P.U.C. Case No.	DE 10-160
Exhibit No.	#16
Witness	Panetti
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Public Service Company of New
Hampshire
Docket No. DE 10-160

Data Request OCA-01

Dated: 08/13/2010
Q-OCA-006
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Witness: Robert A. Baumann
Request from: Office of Consumer Advocate

Question:

Please provide the following information regarding PSNH's affiliates in MA (WMECO) & CT (CL&P): a. The percentage of load that has migrated to competitive suppliers; b. The percentage of residential/small customers that have migrated to competitive suppliers; c. Any programs or policies that are in place to support and/or encourage residential/small customer migration.

Response:

a. The percentage of load that has migrated to competitive suppliers as of 7/31/2010 is:

CL&P	56.2%
WMECO	50.3%

b. The percentage of residential and small commercial/industrial customers that have migrated to competitive suppliers as of 7/31/2010 is shown below:

	<u>Residential</u>	<u>Small C/I</u>
CL&P	27.4%	51.0%
WMECO	6.2%	26.3%

c. The following programs or policies are in place to support and/or encourage CL&P and WMECO residential/small customer migration:

CL&P

1. A list of customers, including name, service address, mailing address, phone number (if available) and rate code is available for a fee
2. Quarterly inserts containing supplier contact information and supplier prices are sent to customers
3. A customer referral program provides customers with supplier contact and suppliers' one year fixed prices. Customers that telephone CL&P can be connected directly to the supplier via telephone
4. A Purchase of Receivables (POR) program was implemented in October 2007
5. CL&P's Generation Service rate is the result of a RFP process which inevitably adds market risk management costs, supplier administration costs (O&M), insurance and the suppliers' profits to the cost of power.

While not directly encouraging migration, CL&P's Generation Service RFP process staggers contract end dates as a means of smoothing out market volatility and providing price stability. This "smoothing" impact has the effect of blunting sudden price increases in a increasing market, but it does allow marketers to undercut the GSC rate in a declining market.

WMECO

1. The WMECO web site has a list of active suppliers and brokers and indicates the markets they are actively participating in.

2. A list of customers is available to suppliers upon request and at no charge to suppliers. This list includes 12 months of customer billing history
3. WMECO will implement a POR in the near future.
4. A customer referral program provides customers with supplier contact information.
5. WMECO's Default Service rate is the result of a RFP process which inevitably adds market risk management costs, O&M, insurance and the suppliers' profits to the cost of power.

The POR pays the supplier based on what the customer is billed and not what the customer pays. A discount of 0.92% is applied for CL&P. The discount factor for WMECO has yet to be determined.