

DE 11-216

From: wfld@comcast.net [mailto:wfld@comcast.net]
Sent: Sunday, April 14, 2013 12:17 PM
To: PUC
Subject: Fwd: PSNH.com Contact Customer Service <<#305950-1427051#>>

Dear PUC,

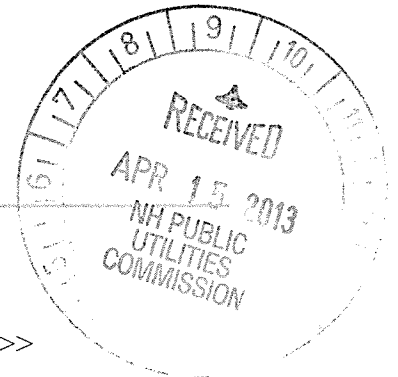
I read in the Union Leader about your decision to allow PSNH to use the ADE rate for any returning customer. As a loyal PSNH customer for 23 years, I will now keep paying higher electricity rates. Below are my e-mails to PSNH for clarification. My understanding is that the ADE rate applies to large customers first, than to all customers. How fair is this to a loyal PSNH customer ? How is this going to stabilize the PSNH rate for existing customers ? I have not read any regulation that would prevent a PSNH returning customer under this ADE rate, to stay for the guarantee return period of 1 year, then leave, only to repeat coming back to PSNH in the future. How is this going to stabilize the price for existing PSNH customers ? Since all competitive Electricity providers in the state do not own power plants, it seems that fairness for electricity users in N.H. only can come from having PSNH to divest itself of its power plants. I also worry about future power failures due to storms, and the ability of the electric grid to fix problems.

Thank you for your time.

Sincerely

Gerald Georgopolis

wfld@comcast.net



From: psnhreq@nu.com
To: wfld@comcast.net
Sent: Friday, April 12, 2013 2:22:01 AM
Subject: RE: Re: PSNH.com Contact Customer Service <<#305950-1427051#>>
Public Service Company of New Hampshire

Thank you for your recent email inquiry. I will be happy to assist you.

State regulators told PSNH to develop the rate in order to help reduce the costs now paid only by customers who continue to purchase energy from PSNH. The new rate ensures that returning customers share in paying the fixed costs that other customers bore in their absence.

The ADE rate will be set at the cost to PSNH of purchasing energy to serve the customer, plus an additional amount that reflects a portion of the fixed costs now being paid only by Default Energy Service customers. That revenue from the "add-on" will be used to reduce those fixed costs. The goal of Rate ADE, then, is to *reduce costs* paid by PSNH (default) energy supply customers, by having returning large customers contribute.

Rate ADE is simply an option for those larger customers who wish to return to PSNH. All of our customers remain free to choose the energy supplier of their choice—PSNH, or one of many competitive suppliers who are registered with the NH Public Utilities Commission.

Thank you for your interest in our web site. We hope you will find it easy to use and beneficial in answering questions and issues relating to your account. Please contact us at <http://www.psnh.com/Search/contactus.asp> if you need further assistance.

Be sure to check out PSNH on [Facebook](#) and [Twitter](#)!

Mary Ann

Customer Service Rep III

--- Original Message ---

From: wfld@comcast.net

Received: 4/11/13 7:51:47 AM EDT

To: psnhreq@nu.com

Subject: Re: PSNH.com Contact Customer Service

Dawn Mailloux,

Thank you for replying to my e-mail inquiry. Until I got to the last paragraph, Rate ADE sounded like a win-win. Here is your last paragraph :

Rate ADE will be after July 1, 2013 as an option for those larger commercial customers who wish to return to PSNH. All PSNH customers remain free to choose the energy supplier of their choice whether they choose to remain with the PSNH default service or select one of the many competitive suppliers who are registered with the NH PUC.

Although initially the rate will only be available to large power customers, we expect it to be available to all customer classes within nine months. In this last sentence (underlined) you say the ADE rate will then be available to all customer classes ! So the Union Leader article has some merit. I will be paying for these returning customers. Customers who leave PSNH go to a lower rate supplier, then come back for what ever reason get a lower rate for a determined period. Then they are free to leave PSNH again and repeat this in the future ?CRAZY

Sincerely

Gerald Georgopolis

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From: psnhreq@nu.com

To: wfld@comcast.net

Sent: Thursday, April 11, 2013 3:02:34 AM

Subject: RE: PSNH.com Contact Customer Service <<#305950-1427051#>>

Public Service Company of New Hampshire

Thank you for your recent email inquiry. I will be happy to assist you.

The NH Public Utilities Commission (NHPUC) has approved an Alternative Default Energy Service Rate, also known as Rate ADE, as a new market based energy supply option which will initially be available to only to larger commercial customers who return to PSNH after being with another energy supplier for at least one year. It is an option that will be offered to these

customers during a trial period of 36 months. If they choose to go on Rate ADE, they can only be on the Rate for 12 months.

Published reports in Union Leader on April 10, 2013 regarding Rate ADE, unfortunately, were somewhat misleading. The stories failed to explain how the rate will benefit all customers, regardless of whether one takes energy supply from PSNH or another independent suppliers.

The purpose of Rate ADE is to reduce costs paid by PSNH (default) energy supply customers by having the returning larger commercial customers contribute. For every commercial customer who selects Rate ADE, a portion of the revenue from the rate will be used to lower the overall price of PSNH's default energy service rate, resulting in a savings for all customers. The proposed alternative rate does not increase rates for loyal PSNH customers, and does not impact customers from continuing to choose the lowest energy prices available to them in the competitive market.

Rate ADE will be after July 1, 2013 as an option for those larger commercial customers who wish to return to PSNH. All PSNH customers remain free to choose the energy supplier of their choice whether they choose to remain with the PSNH default service or select one of the many competitive suppliers who are registered with the NH PUC.

Although initially the rate will only be available to large power customers, we expect it to be available to all customer classes within nine months.

Thank you for your interest in our web site. We hope you will find it easy to use and beneficial in answering questions and issues relating to your account. Please contact us at <http://www.psnh.com/Search/contactus.asp> if you need further assistance.

Be sure to check out PSNH on [Facebook](#) and [Twitter](#)!

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Dawn Mailloux
Customer Service Representative

--- Original Message ---

From: wfl1d@comcast.net

Received: 4/10/13 8:39:36 AM EDT

To: psnhreq@psnh.com

Subject: PSNH.com Contact Customer Service

Data from form "Contact Customer Service" was received on 4/10/2013 8:38:29 AM.

Field	Value
First Name	Gerald
Last Name	Georgopolis
Email Address	wfl1d@comcast.net
Confirm Email Address	wfl1d@comcast.net

Field	Value
Customer	Yes
Account Number	56915611057
Customer Type	Residential
Business Name	
Address 1	
Address 2	
City	
State	NH
Zip Code	
Topic	Rates
Comments	As a loyal PSNH customer for over 22 years, I was very disappointed to read in todays Union Leader about PSNH wanting to award customers who left to come back for a lower rate !!! Now as a loyal customer I must support these return customers with my high rate ???? PSNH you have never, ever offered a deal for customers like me who have kept faith with PSNH. Now you have me thinking I have been a fool for not jumping ship. Sincerely Gerald Georgoplis

Email "PSNH.com Contact Customer Service" originally sent to psnhreq@psnh.com from wfld@comcast.net on 4/10/2013 8:38:29 AM.

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