

If the Company furnishes a separate service connection to such load, then a separate bill for such service will be rendered. Charges for billing for electricity supplied will be as provided in the rate plus an amount equal to \$1.75 per month per KVA of transformer needed.

If the Company does not furnish a separate connection for such load but does install additional transformer capacity, other new facilities, or rearranges its existing facilities, the customer may be required to make a payment or other guarantees.

#### 24. RELOCATION OF EQUIPMENT ON PRIVATE PROPERTY

Lines, poles and transformer stations on private property are usually situated in locations that were the result of negotiations and mutual agreement with the property owner. When the equipment is Company-owned and is used to supply more than one customer, permanent easements or other rights of way satisfactory to the Company should be obtained.

##### Relocation of Company-Owned Equipment

Subsequent changes in the location of Company-owned facilities on private property will in general be made by the Company at the Customer's expense.

The Company, however, will assume the expense of the relocation if the following conditions exist:

a. The relocation is for the Company's convenience

or

b. The relocation is necessary owing to the expansion of the Customer's operations and the expense is justified by the increased annual revenue.

(The preceding should not be construed to apply to a situation where the existing location is adequate to handle the expanded operations or where the relocation is requested solely for the Customer's convenience. In any such instance the relocation will be at the Customer's expense even though increased revenue will result from the expanded operations.)

Issued: July 16, 1998

Effective: July 1, 1998 (Applied to  
usage on and after July 1, 1998)

Issued by: /s/ Lawrence J. Reilly  
Lawrence J. Reilly

Title: President

NH PUC

August 15<sup>th</sup>, 2012

Attention: Jan Quint

Jan, per our conversation, attached please find copies of 3 documents:

**A:** is the only cost breakdown that National Grid was willing to provide to me (which is inadequate).

**B:** is National Grid's letter to me that accompanied the bill. Note that the total cost is around \$600 lower than **A**, as National Grid ultimately agreed with me that I should not have to buy a new transformer, and that the old transformer could simply be moved. (How nice of them!)

**C:** is the letter I sent to National Grid along with my payment.

Jan, I think it is only fair that National Grid/Liberty provide a further breakdown of all costs. This should include total labor hours, rate per labor hour, and a detailed materials list. I have a hard time believing the total cost, as I purchased virtually all materials separately, and the trucks were here for a very short period of time. I can't help but wonder, what in the world cost around \$6,000? Any reasonable person would agree that this requested level of disclosure is appropriate from any contractor.

Also, I would note that the utility, as a monopoly, is expected to make its profit off of the regulated rate base, not by gouging its customers for monopoly contract work. Elective contract work on residential poles should be, according to the regulations, "at the customer's expense." Sounds fair. But that statement also implies that the utility should be providing this service "at cost". Not at a "fair profit". Not "at a reasonable profit". And certainly not "at any exorbitant level of profit that National Grid chooses." But Jan, you told me on the phone that the PUC does not regulate this area of their business. And you confirmed to me that the utilities have a monopoly on performing contract work (such on this) on their equipment. In other words, an unregulated monopoly. Is that correct?? If it is, shame on the PUC for its toothless interpretation of the regulations, and I guess that explains this "highway robbery."

In any case, please ask these 3 questions of National Grid/Liberty:

1. Estimated labor hours.
2. Rate per labor hour.
3. Detailed materials charges (I think I purchased everything, separately).

Sincerely,



Douglas Graham

Work Request #12041356



February, 3 2012

**Douglas Graham**  
11 Lakeview Drive  
West Lebanon, NH 03784

Re: Work Request #12041356

Dear Mr. Graham;

Per your request here is the work breakdown for your project in West Lebanon:

National Grid's work includes removal of Pole 5, transformer, overhead conductors, and associated equipment, install of transformer, service connections and associated equipment at Pole 4. A breakdown of the costs follows:

Labor Install Cost:	\$ 2,553.56
Materials:	\$ 1,159.43
Removal Cost:	\$ 2,440.26
Operations & Maintenance:	\$ 412.48
<b>Total Customer Advance:</b>	<b>\$ 6,565.73</b>

Per our conversation yesterday, I have edited the Miscellaneous Construction agreement to state 200amp and clarified Maximum Intake as 10 kVA which is the size of the transformer we are installing to provide service to you. The Customer Service supervisor is looking into your request to get the recordings of your conversation with one of her male reps from September. If you have any further questions or concerns please contact me.

Best regards,

A handwritten signature in cursive script that reads "Tracy Bolduc".

Tracy Bolduc  
Customer Fulfillment Supervisor  
Customer Fulfillment  
40 Sylvan Rd  
Waltham, MA 02451-1120  
781-907-3428

nationalgrid

updated 2/19/12  
B

February 13, 2012

Douglas Graham  
11 Lakeview Dr  
West Lebanon, NH 03784

RE: Work Request 12041356

Dear Douglas Graham:

Thank you for providing me with the main switch size, voltage and load information for your new service. The National Grid Engineering Department has used this information in designing the electric service to your facility.

Based upon National Grid's construction advance criteria detailed in our Line Extension Policy, we have determined that a construction advance payment in the amount of \$5,929.73 will be required before National Grid can begin construction. Therefore a bill will be sent to you from our Syracuse office. Please return your payment to the address on that bill. Do not enclose your check with the attached agreement.

If the attached agreement has not been executed within 60 days of the quote date, i.e. by April 13, 2012, this estimate is null and void.

Once executed, one original will be returned to you for your records. Please send the signed agreements to:

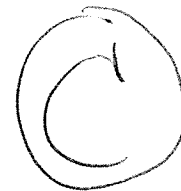
Annette Thompson  
Customer Connections Rep  
National Grid  
40 Sylvan Rd.  
Waltham, MA 02451-1120

Once we are in receipt of your payment, signed service agreements and signed easements, this project will be released for construction. Please contact me at 781-907-3467 should you have any questions.

Sincerely,

Annette Thompson

Please note: Your Work Request # is: 12041356. To ensure that you receive the most efficient service, always refer to this number whenever you contact National Grid regarding this project.



March 2, 2012

To: National Grid Syracuse Billing Office

CC: Annette Thompson of National Grid

Re: Invoice 00041-002954; Customer 100167461; Reference 0012041356

I am including this note with my check in order to note a few things:

- I am paying you for this service change to underground based upon your statement to me that I am not allowed to use any other contractor for any aspect of this work. If I could use another company I would, as your prices are frankly absurd.
- I am disappointed that you attempted to bill me for a brand new transformer, rather than simply moving my existing transformer. Thank you for belatedly correcting that after I pointed it out.
- I do not think it is fair or proper for you to refuse to provide billing details to me. If you would provide the most basic of information (like any contractor would) such as estimated hours, rate per hour, and a breakdown of materials, perhaps I would better understand the absurdly high cost. The fact that you refuse to do so, and the fact that I already "caught" you trying to charge me for a needless new \$600 transformer, does not inspire confidence in the fairness of your quote.
- Furthermore, I vehemently disagree with Ms. Thompson's claim that this service is being provided to me "at cost". There is absolutely no way this is true. I suspect you have a massive profit margin built into this service change, through a combination of an inflated estimate of hours, too high of a price per hour, and potentially more needless materials beyond the transformer (I still am not clear on what materials you are providing, since it seems I am buying every material required separately).

Bottom line: I am very unhappy about the cost of this service, and I find it hard to believe that as a regulated monopoly service provider you have no obligation to provide more details on your quote.

Sincerely,

Douglas Graham