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October 26, 2015

Debra A. Howland  
Executive Director  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429

RE: Docket No. DE 15-XXX  
Public Service Company of New Hampshire d/b/a Eversource Energy  
Proposed Tariff Amendment to Loss of Service Investigation Charge

Dear Director Howland:

Consistent with RSA 378:3 and PART Puc 1605 relating to service or tariff changes other than a full rate case, Public Service Company of New Hampshire d/b/a Eversource Energy (“Eversource” or the “Company”) herein proposes to amend the terms of its tariff relating to the Loss of Service Investigation Charge as described in Section 32 of the Terms and Conditions on 1<sup>st</sup> Revised page 23 of Eversource’s tariff, NH PUC No. 8. Consistent with Puc 1605.02, enclosed with this cover letter and summary are annotated and clean tariff pages showing the proposed changes, a supporting technical statement, and supporting schedules. Consistent with RSA 378:3, Eversource proposes that the changes become effective 30 days from the date of filing, unless otherwise ordered by the Commission.

Upon a customer’s request Eversource directs its employees to investigate a loss of service at a customer’s premises. Historically, if, upon investigation, Eversource determined that the cause of a loss of service was attributable to the customer’s equipment, rather than Eversource’s equipment or facilities, it would assess a Loss of Service Investigation Charge on the customer. The purpose of the charge was to offset the costs incurred by the Company in investigating outages that were caused by customer equipment. The amount of the charge would vary depending upon the time of day (whether during or outside normal business hours) to reflect the costs of having to recall employees after their normal working hours to conduct investigations.

Recently, and as described in Eversource’s June 10, 2015 filing in Docket No. DE 09-035 relating to Eversource’s Reliability Enhancement Program (“REP”), Eversource has begun broadly implementing a “troubleshooter” organization following a pilot period in 2014. In brief, the troubleshooter organization provides complete (24x7) coverage to respond to outage and trouble calls and to interact and work with municipal partners, such as first responders, as

needed. By Order No. 25,793 (June 25, 2015) the Commission approved the continuation of the REP, and its inclusion of funding to support the troubleshooter organization.

In light of the implementation of the troubleshooter organization, and the dedicated funding for that organization, it is Eversource's opinion that for customers in the small rate classes, Residential Rate R, Residential Time-of-Day Rate R-OTOD, General Service Rate G and General Service Time-of-Day Rate G-OTOD, the need for the Loss of Service Investigation Charge has been significantly diminished.<sup>1</sup> The troubleshooter organization will be able to effectively and efficiently undertake investigations relating to losses of service without a corresponding need to charge individual customers for such investigations. Eversource anticipates that the revenue effect on the Company will be minimal. As shown in the attached schedules, the elimination of this charge will amount to less than \$100,000 annually, and is offset by the existence of dedicated funding for the troubleshooter organization.

Accordingly, and as described in the attached documents, Eversource proposes to amend its tariff to eliminate the Loss of Service Investigation Charge for customers in rate classes Residential Rate R, Residential Time-of-Day Rate R-OTOD, General Service Rate G and General Service Time-of-Day Rate G-OTOD, and requests that the Commission approve the proposed change.

Thank you for your assistance with this matter. If you have any questions about this matter, please do not hesitate to contact me.

Very truly yours,



Matthew J. Fossum  
Senior Counsel

Enclosures

CC: Tom Frantz, Director, Electric Division, NH PUC  
Amanda Noonan, Director, Consumer Affairs Division, NH PUC  
Susan Chamberlin, Consumer Advocate, OCA

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<sup>1</sup> In light of the unique characteristics of customers in the larger rate classes, Primary General Delivery Service Rate GV, Large General Delivery Service Rate LG and Backup Delivery Service Rate B, Eversource's tariff has provided that the Company may charge those customers the actual costs of any loss of service investigations. Eversource's present proposal does not change that provision.