

QUESTIONS AND ANSWERS

RFP #2018-004

NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION

REQUEST FOR PROPOSALS

Survey of Residential and Commercial Customers

	Questions	Answers
1.	According to the RFP on average, 9,153 utility consumers have contacted the NH PUC per year over the last couple of years. For the period being researched, how is the number of inquiries tracking? Is it close to the average of 9,153?	Based on inquiries received through April 25, 2018, the number of inquiries is trending below the 5 year average of 9,153.
2.	Approximately what percent of NH PUC inquiries are businesses and what percent are household consumers?	Approximately 94% of inquiries are from residential consumers and 6% are from non-residential consumers.
3.	What contact information is available for those who have contacted the NH PUC? % with email addresses? % with telephone numbers? % with contact name?	10% with email addresses 61% with telephone numbers 80% with complete contact name
4.	An overall goal for sample size is mentioned in the RFP. Do you have a target for business and consumer separately? If so, what are those targets?	There are no separate targets for residential and non-residential consumers.