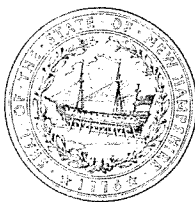


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THE STATE OF NEW HAMPSHIRE



PUBLIC UTILITIES COMMISSION

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January 25, 2013

Mr. Kenneth Nemcovich
CEO
Retention and Operations Group, LLC d/b/a Surpass Calls, LLC
21 Commerce Park North, Suite 1
Bedford, NH 03110

Re: DM 12-257, Retention and Operations Group, LLC d/b/a Surpass Calls, LLC
Denial of Application for Registration as a Natural Gas Aggregator

Dear Mr. Nemcovich:

On August 21, 2012, Retention and Operations Group, LLC d/b/a Surpass Calls, LLC (Surpass) filed with the Commission an application for registration as a natural gas aggregator, together with the application fee of \$250.00.

Following its initial review of the filing, Commission Staff determined that Surpass' application did not meet the requirements for registration pursuant to N.H. Code Admin. Rules Puc 3003.04. On September 7, 2012, Staff sent a letter of deficiency to Surpass, delineating four major deficiencies in Surpass' application. On November 15, 2012, citing Surpass' failure to address these deficiencies, Staff filed a recommendation with the Commission recommending, if Surpass failed to address these deficiencies by January 4, 2013, that the Commission reject Surpass' registration application, pursuant to the terms of N.H. Code Admin. Rules Puc 3003.04(g).

The Commission, in light of Surpass' failure to meet the registration requirements of N.H. Code Admin. Rules Puc 3003.04, will reject Surpass' application for registration as a natural gas aggregator in New Hampshire. If Surpass will re-file its application within 30 days, Surpass' application fee of \$250 will be applied to the new application. Please note that Surpass may not, under any circumstances, engage in aggregation activities in New Hampshire without first registering pursuant to N.H. Code of Admin. Rules Puc Chapter 3000.

Sincerely,

A handwritten signature in dark ink, appearing to read "Debra A. Howland".

Debra A. Howland
Executive Director

SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED

Pursuant to N.H. Admin Rule Puc 203.11 (a) (1): Serve an electronic copy on each person identified on the service list.

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Docket #: 12-257-1 Printed: January 25, 2013

FILING INSTRUCTIONS:

- a) Pursuant to N.H. Admin Rule Puc 203.02 (a), with the exception of Discovery, file 7 copies, as well as an electronic copy, of all documents including cover letter with: DEBRA A HOWLAND
EXEC DIRECTOR
NHPUC
21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429
- b) Serve an electronic copy with each person identified on the Commission's service list and with the Office of Consumer Advocate.
- c) Serve a written copy on each person on the service list not able to receive electronic mail.