

DE 12-295  
 Power New England LLC  
 Petition for Review of Certain Charges to Competitive Suppliers

Response of North American Power and Gas, LLC to  
 Data Requests from Commission Staff – Set #1

Received on April 16, 2013  
 Responded to on April 30, 2013  
 Responding witness: Taff Tschamler

**Data Request Staff-NAPG 1-1**

Reference Testimony, page 4, lines 12-22: Please provide details of the costs normalized by number of customers (cost per customer) and total revenue (percentage).

**Response**

Based on my review of the PSNH CEPS charges in its tariff, I estimate the average cost per customer for PSNH CEPS charges to be \$13.40 per customer for the first year of service and the percentage of total annual revenue to be 2.2%. The assumptions and calculations are shown in the table below.

Category	Amount	Units	Monthly Calculations				
Number of customers	25,000	meters		Meters	Billing fee	Receivables	Collections Fee
Assumed annual use	8,000 kWh per year		Month 1	25,000	\$ 12,500	\$ 1,250,000	\$ 3,150
Assumed annual supply price	7.5 cents/kWh		Month 2	24,625	\$ 12,313	\$ 1,231,250	\$ 3,103
Annual per customer revenue	\$ 600.00	dollars	Month 3	24,379	\$ 12,189	\$ 1,218,938	\$ 3,072
% of NAPG customers that switch away	2%	monthly % meters drop	Month 4	24,135	\$ 12,067	\$ 1,206,748	\$ 3,041
No of customers that leave NAP over 12 mo	2,730	meters	Month 5	23,894	\$ 11,947	\$ 1,194,681	\$ 3,011
Monthly average accounts receivable	\$ 1,250,000	dollars	Month 6	23,655	\$ 11,827	\$ 1,182,734	\$ 2,980
Selection charge	\$ 5.00	dollars per enroll/drop	Month 7	23,418	\$ 11,709	\$ 1,170,906	\$ 2,951
Collections service charge	0.00252	% of accounts receivable	Month 8	23,184	\$ 11,592	\$ 1,159,197	\$ 2,921
Billing and payment service charge	\$ 0.50	dollars per bill per month	Month 9	22,952	\$ 11,476	\$ 1,147,605	\$ 2,892
			Month 10	22,723	\$ 11,361	\$ 1,136,129	\$ 2,863
<b>CEPS Charges for 25,000 customers</b>			Month 11	22,495	\$ 11,248	\$ 1,124,768	\$ 2,834
Selection charge	\$ 138,648		Month 12	22,270	\$ 11,135	\$ 1,113,520	\$ 2,806
Billing and payment charge	\$ 141,365			2,730	\$ 141,365	\$ 14,136,477	\$ 35,624
Collections services charge	\$ 35,624						
<b>Total</b>	<b>\$ 315,637</b>						
Cost per customer	\$ 13.40						
Percent of revenue	2.2%						

Electricity N.H., LLC d/b/a ENH Power  
Docket No. DE 12-295

PSNH Data Requests Set 1  
Request No. PSNH-8

Dated April 16, 2013  
Witness: Kevin Dean

**Request:**

Does ENH receive any value from the billing services PSNH provides?

**Response:**

Yes.

Electricity N.H., LLC d/b/a ENH Power  
Docket No. DE 12-295

PSNH Data Requests Set 1  
Request No. PSNH-21

Dated April 16, 2013  
Witness: Kevin Dean

**Request:**

Does ENH receive any value from using PSNH's collections service?

**Response:**

Yes.

**DE 12-295**

**Petition for Review of Public Service Company of New Hampshire's Services and Charges  
to Competitive Electric Suppliers**

Response of North American Power and Gas, LLC to  
Data Requests from Public Service Company of New Hampshire – Set #1

**Received on April 16, 2013**

**Responded to on April 30, 2013**

**Responding witness: Taff Tschamler**

**Data Request PSNH-NAPG 1-6**

Does NAPG receive any value from using PSNH's billing and payment service?

**Response**

Yes.

**DE 12-295**

**Petition for Review of Public Service Company of New Hampshire's Services and Charges  
to Competitive Electric Suppliers**

Response of North American Power and Gas, LLC to  
Data Requests from Public Service Company of New Hampshire – Set #1

**Received on April 16, 2013**

**Objected to on April 26, 2013**

**Responded to on April 30, 2013**

**Responding witness: Taff Tschamler**

**Data Request PSNH-NAPG 1-18**

Does NAPG receive any value from using PSNH's collection service?

**Objection**

NAPG objects to this request as not relevant to the scope of this proceeding, namely, the reasonableness of and legal basis for the PSNH CEPS charges. Further objecting, the extent to which a particular CEPS may or may not value services offered by PSNH is not relevant to this proceeding.

**Response**

Notwithstanding the foregoing objection, NAPG responds by stating yes, but that NAPG is still assessing the value of PSNH collection services as NAPG gains experience with PSNH efforts.

**PUC Docket No. DE 12-295**  
**RESA Responses to**  
**PSNH Data Requests**

**Date of Request:** April 16, 2013      **Date of Response:** April 30, 2013

**Q-PSNH 1-7.** Do competitive suppliers, such as RESA's members, receive any value from the billing and payment services PSNH provides?

**Witness:**      Allegretti

**Response:** Yes

**PUC Docket No. DE 12-295  
RESA Responses to  
PSNH Data Requests**

**Date of Request:** April 16, 2013      **Date of Response:** April 30, 2013

**Q-PSNH 1-16.** Do competitive suppliers, such as RESA's members, receive any value from PSNH's collections activities?

**Witness:**      **Allegretti**

**Response:** In the normal course of business RESA members would expect to receive some value from PSNH collections activities whenever those collection activities include the collection of supplier charges.