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STATE OF NEW HAMPSHIRE

PUBLIC UTILITIES COMMISSION

December 15, 2015 - 10:01 a.m.  
Concord, New Hampshire

NHPUC JAN04'16 PM 3:40

RE: DE 14-216  
ELECTRIC AND GAS UTILITIES:  
2015-2016 CORE New Hampshire Electric  
and Gas Energy Efficiency Programs.

PRESENT: Chairman Martin P. Honigberg, Presiding  
Commissioner Robert R. Scott  
Commissioner Kathryn M. Bailey

Sandy Deno, Clerk

APPEARANCES: Reptg. Public Service of New Hampshire:  
Matthew J. Fossum, Esq.  
  
Reptg. Liberty Utilities (EnergyNorth Natural  
Gas) Corp. & Liberty Utilities (Granite State  
Electric) Corp. d/b/a Liberty Utilities:  
Michael J. Sheehan, Esq.  
  
Reptg. Unutil Energy Systems and  
Northern Utilities:  
Patrick H. Taylor, Esq.  
  
Reptg. New Hampshire Electric Cooperative:  
Mark W. Dean, Esq.

COURT REPORTER: Steven E. Patnaude, LCR No. 52

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**APPEARANCES: (c o n t i n u e d)**

**Reptg. Community Action Association.:**  
Ryan Clouthier, Energy Director

**Reptg. N.H. Office of Energy & Planning:**  
Meredith A. Hatfield, Esq., Director

**Reptg. The Way Home:**  
Dennis Labbe, Esq. (N.H. Legal Assistance)

**Reptg. Residential Ratepayers:**  
Susan Chamberlin, Esq., Consumer Advocate  
Office of Consumer Advocate

**Reptg. PUC Staff:**  
Rorie E. P. Hollenberg, Esq.  
James J. Cunningham, Jr., Electric Division

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**I N D E X**

**PAGE NO.**

**WITNESS PANEL:**           **THOMAS R. BELAIR**  
                                  **ERIC M. STANLEY**  
                                  **JAMES J. CUNNINGHAM, JR.**

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**P R O C E E D I N G**

1  
2 CHAIRMAN HONIGBERG: We're here this  
3 morning in Docket DE 14-216. This is a cast of thousands  
4 docket involving the 2015-2016 CORE electric energy  
5 efficiency programs and natural gas energy efficiency  
6 programs. We're in the middle of a two-year cycle, and  
7 hear for updates of the plan.

8 So, before we go any further, let's take  
9 appearances.

10 MR. FOSSUM: Good morning,  
11 Commissioners. Matthew Fossum, for Public Service Company  
12 of New Hampshire, doing business as Eversource Energy.

13 MR. SHEEHAN: Good morning. Mike  
14 Sheehan, for Liberty Utilities.

15 MR. TAYLOR: Good morning. Patrick  
16 Taylor, on behalf of Northern Utilities and Unitil Energy  
17 Systems.

18 MR. DEAN: Good morning. Mark Dean,  
19 representing the New Hampshire Electric Cooperative.

20 MR. LABBE: Good morning. Dennis Labbe,  
21 representing The Way Home.

22 MR. CLOUTHIER: Good morning. Ryan  
23 Clouthier, representing the New Hampshire Community Action  
24 Agencies.

1 MS. HATFIELD: Good morning,  
2 Commissioners. Meredith Hatfield, for the Office of  
3 Energy & Planning.

4 MS. CHAMBERLIN: Good morning. Susan  
5 Chamberlin, Consumer Advocate for the residential  
6 ratepayers.

7 MS. PATTERSON: Good morning. Rorie  
8 Patterson and Jim Cunningham, here for the Commission.

9 CHAIRMAN HONIGBERG: Ms. Patterson, we  
10 have a Settlement Agreement, we have testimony from the  
11 utilities and from Mr. Cunningham. How are we going to  
12 proceed this morning?

13 MS. PATTERSON: Well, we would propose  
14 that exhibits be marked, that the filing made by the  
15 utilities in September be marked "Exhibit 5", and this is  
16 by agreement, that the testimony filed by Mr. Cunningham  
17 be marked "Exhibit 6", and the Settlement Agreement be  
18 marked "Exhibit 7", for identification purposes.

19 And, then, we will call -- we propose to  
20 call a panel, involving two utility representatives and  
21 Staff's representative, for questioning on the filing,  
22 testimony, and the Settlement Agreement.

23 CHAIRMAN HONIGBERG: That makes sense.  
24 Off the record.

[WITNESSES: Belair~Stanley~Cunningham]

1                   *[Brief off-the-record discussion*  
2                   *ensued.]*

3                   (The documents, as described, were  
4                   herewith marked as **Exhibit 5, Exhibit 6,**  
5                   and **Exhibit 7,** respectively, for  
6                   identification.)

7                   CHAIRMAN HONIGBERG: All right. So,  
8                   those documents have been marked. So, I think you're  
9                   ready to put the panel up then?

10                  MS. PATTERSON: Sure. Thank you. I'd  
11                  like to call Mr. James Cunningham to the stand please.

12                  MR. FOSSUM: And, from the utilities,  
13                  Tom Belair and Eric Stanley will also be on the panel.

14                  MS. PATTERSON: If I might proceed?

15                  (Whereupon **Thomas R. Belair,**  
16                  **Eric M. Stanley,** and **James J.**  
17                  **Cunningham, Jr.,** were duly sworn by the  
18                  Court Reporter.)

19                  CHAIRMAN HONIGBERG: Now, Ms. Patterson.

20                  MS. PATTERSON: Thank you so much. I'd  
21                  just like to introduce Mr. Cunningham, before turning it  
22                  over to the utilities for questioning.

23                  **THOMAS R. BELAIR, SWORN**

24                  **ERIC M. STANLEY, SWORN**

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**JAMES J. CUNNINGHAM, JR., SWORN**

**DIRECT EXAMINATION**

BY MS. PATTERSON:

Q. Mr. Cunningham, would you please state your full name for the record.

A. (Cunningham) Yes. My name is James J. Cunningham, Jr.

Q. And, by whom are you employed?

A. (Cunningham) By the New Hampshire Public Utilities Commission.

Q. What is your position with the New Hampshire Public Utilities Commission?

A. (Cunningham) I am a Utility Analyst here at the Commission.

Q. And, in that capacity, did you review the utilities' filing in this docket?

A. (Cunningham) Yes, I did.

Q. And, are you familiar, having reviewed that, and recognize that that has been marked for identification as "Exhibit 5"?

A. (Cunningham) Yes, I am.

Q. Okay. Thank you. And, did you file testimony in this docket?

A. (Cunningham) Yes, I did.

Q. And, do you have any corrections to make to that



[WITNESSES: Belair~Stanley~Cunningham]

1 testimony today?

2 A. (Cunningham) No, I don't.

3 Q. And, if you were asked those questions today, would  
4 your answers be the same?

5 A. (Cunningham) Yes, they would be.

6 Q. Okay. And, you are aware that that document has been  
7 marked as "Exhibit 6" for identification?

8 A. (Cunningham) Yes.

9 Q. And, do you have copies of those two documents before  
10 you?

11 A. (Cunningham) Yes, I do.

12 MS. PATTERSON: Thank you.

13 BY MR. FOSSUM:

14 Q. And, now, Mr. Belair, if you could state your full  
15 name, your place of employment, and your  
16 responsibilities for the record please.

17 A. (Belair) Yes. Thomas R. Belair, Manager -- is this on?  
18 Manager -- Thomas R. Belair, Manager of the Energy  
19 Efficiency Programs for Eversource in New Hampshire.  
20 And, I'm responsible for the implementation of the  
21 energy efficiency programs.

22 Q. And, Mr. Belair, as part of your responsibilities, did  
23 you participate in the -- in putting together the  
24 filing that has been marked as "Exhibit 5" in this

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[WITNESSES: Belair~Stanley~Cunningham]

1 docket, the September CORE Energy Efficiency Plan  
2 filing?

3 A. (Belair) Yes, I did.

4 Q. And, so, you are familiar with its terms?

5 A. (Belair) Yes.

6 Q. And, Mr. Belair, did you also participate in settlement  
7 discussions in this docket, culminating in what has  
8 been marked as "Exhibit 7"?

9 A. (Belair) Yes, I did.

10 Q. And, so, you're familiar with the terms of that  
11 Settlement Agreement?

12 A. (Belair) Yes.

13 Q. And, Mr. Stanley, the same questions for you. If you  
14 could state your full name, your place of employment,  
15 and your responsibilities for the record please.

16 A. (Stanley) Eric Matthew Stanley. I'm employed at  
17 Liberty Utilities Service Corp. My title is the Manger  
18 of Energy Efficiency and Customer Programs. And, I'm  
19 responsible for all planning and implementation  
20 activities for the Company's New Hampshire energy  
21 efficiency programs.

22 Q. And, in the course of your responsibilities, did you  
23 also participate in putting together the CORE Energy  
24 Efficiency Plan filing that was made in September, and

[WITNESSES: Belair~Stanley~Cunningham]

1 which has been marked as "Exhibit 5"?

2 A. (Stanley) Yes.

3 Q. And, you're familiar with the terms of that submission?

4 A. (Stanley) Yes.

5 Q. And, likewise, did you participate in the settlement  
6 discussions that culminated in the Agreement that has  
7 been filed as "Exhibit 7"?

8 A. (Stanley) Yes.

9 Q. And, you're familiar with the terms of that Agreement?

10 A. (Stanley) Yes.

11 Q. And, just for efficiency sake then, Mr. Belair, is it  
12 your opinion that the filing that has been marked for  
13 identification as "Exhibit 5", as modified by the  
14 Settlement Agreement marked as "Exhibit 7", are just  
15 and reasonable and in the public interest?

16 A. (Belair) Yes.

17 Q. And, Mr. Stanley, do you agree that those two filings,  
18 as combined, are just and reasonable and in the public  
19 interest?

20 A. (Stanley) I do.

21 MR. FOSSUM: Thank you. Now, I turn to  
22 Ms. Patterson to question Mr. Cunningham.

23 MS. PATTERSON: Thank you.

24 BY MS. PATTERSON:

{DE 14-216} {12-15-15}

[WITNESSES: Belair~Stanley~Cunningham]

1 Q. Mr. Cunningham, did you participate in your capacity as  
2 a utility analyst for the Staff in the negotiation of  
3 the Settlement Agreement that's been filed and marked  
4 as "Exhibit 7"?

5 A. (Cunningham) Yes, I did.

6 Q. And, could you please tell the Commission if that  
7 Settlement is consistent with your testimony that you  
8 filed, and how so?

9 A. (Cunningham) Yes, it is. It's consistent with my  
10 testimony.

11 Q. And, what about the Settlement Agreement is consistent  
12 with your testimony? Could you talk about the  
13 utilities' proposals and how those proposals meet the  
14 just and reasonable/public interest requirement, as  
15 well as any additional requirements that have been  
16 added through the Settlement Agreement?

17 A. (Cunningham) Yes. As the Chairman opened up the  
18 hearing this morning, he mentioned that it would be a  
19 hearing about the changes to the multi-year proposal  
20 that was filed last year. So, we have some midcourse  
21 corrections, some fine-tuning, if you will, to the  
22 agreements that was -- the agreement that was approved  
23 last year. And, those changes include changes to  
24 savings assumptions, changes to design, as well as

[WITNESSES: Belair~Stanley~Cunningham]

1 changes to -- associated changes to the  
2 cost-effectiveness of the programs.

3 In addition, there were a couple of  
4 changes that were agreed to by the utilities to provide  
5 additional reporting for financing options for  
6 customers.

7 With respect to the fine-tuning on  
8 savings and costs, I'd just notice -- I'd note, in  
9 summary, that the update includes a higher level of  
10 savings achieved at a lower level of cost, with  
11 programs -- all programs being cost-effective on the  
12 electrics and gas side. I'd note that the reporting  
13 requirements will better inform all the stakeholders  
14 about the progress of the financing programs.

15 And, I was very supportive of the filing  
16 in my testimony, and recommend that the Commission  
17 approve the filing.

18 Q. Thank you. Would you like to speak at all to any of  
19 the specific changes that have been proposed or do you  
20 believe that they're fairly represented in the filing  
21 and your testimony?

22 A. (Cunningham) I believe they're fairly represented in my  
23 filing and testimony.

24 Q. Okay. And, would you agree with the testimony of the

[WITNESSES: Belair~Stanley~Cunningham]

1 utilities on the panel that the Settlement Agreement --  
2 that the 2016 CORE revisions are consistent with the  
3 public interest and will result in just and reasonable  
4 rates?

5 A. (Cunningham) Yes, I do.

6 MS. PATTERSON: Thank you. No further  
7 questions.

8 MR. FOSSUM: And, nothing further on  
9 direct.

10 CHAIRMAN HONIGBERG: I assume,  
11 Mr. Sheehan, Mr. Taylor, and Mr. Dean, you probably have  
12 no questions, since these witnesses are speaking for all  
13 of you, is that correct?

14 MR. SHEEHAN: That is correct.

15 MR. TAYLOR: That is correct.

16 MR. DEAN: Correct.

17 CHAIRMAN HONIGBERG: Mr. Labbe, do you  
18 have any questions for these witnesses?

19 MR. LABBE: No questions.

20 CHAIRMAN HONIGBERG: Mr. Clouthier, do  
21 you have any questions?

22 MR. CLOUTHIER: No questions.

23 CHAIRMAN HONIGBERG: Ms. Hatfield?

24 MS. HATFIELD: No questions. Thank you.

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[WITNESSES: Belair~Stanley~Cunningham]

1 CHAIRMAN HONIGBERG: Ms. Chamberlin?

2 MS. CHAMBERLIN: Just one.

3 **CROSS-EXAMINATION**

4 BY MS. CHAMBERLIN:

5 Q. It's my understanding that these proposed changes are  
6 modifications, but don't fundamentally adjust the  
7 currently effective CORE Programs. Is that a fair  
8 summary?

9 A. (Belair) I think that's true, yes, for the most part.

10 MS. CHAMBERLIN: Thank you.

11 CHAIRMAN HONIGBERG: Commissioner Scott.

12 COMMISSIONER SCOTT: Thank you. Good  
13 morning.

14 WITNESS BELAIR: Good morning.

15 WITNESS STANLEY: Good morning.

16 WITNESS CUNNINGHAM: Good morning.

17 COMMISSIONER SCOTT: A couple questions.  
18 And, as usual, as much as anything, it's for my  
19 edification generally.

20 BY COMMISSIONER SCOTT:

21 Q. I was just curious, obviously, that there is some  
22 discussion about revised studies, for cost/benefit  
23 studies, that type of thing. I was just curious, so,  
24 am I correct that what I think I'm seeing is there's

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[WITNESSES: Belair~Stanley~Cunningham]

1 more apparent savings now with the revised study, is  
2 that a correct -- studies, is that a correct  
3 assessment?

4 A. (Belair) One of the major studies that got completed  
5 was Large C&I and New Equipment and Construction  
6 evaluation. And, it came up with a higher realization  
7 rate. That the savings that we reported were accurate,  
8 excuse me. And, so, the realization rates for those  
9 programs went up from like the 92 percent to about  
10 100 percent. So, yes. That's one of the major changes  
11 in the -- you know, from a benefit/cost perspective,  
12 that the realization rates went up, the savings  
13 reported were accurate.

14 Q. And, was that based on modeling or was that just more  
15 based on, now you have some history, you can match the  
16 two and see that they're jibing better, this  
17 correlation?

18 A. (Belair) It was based on a little of both. It was the  
19 modeling, it was also on-site inspections, they put  
20 lighting loggers on some of the lights that got  
21 installed. They metered some of the equipment that got  
22 installed. So, there was more -- a lot of on-site  
23 inspections as well.

24 Q. Thank you. I know, obviously, everybody is well aware,



[WITNESSES: Belair~Stanley~Cunningham]

1 with the Energy Efficiency Resource Standard potential  
2 out there, we're kind of at a turning point perhaps in  
3 how the programs are. But I was curious to get some  
4 feedback on how the performance incentive is working  
5 that's currently in place?

6 A. (Cunningham) I think it's working very effectively.  
7 It's generating savings that are in excess of plan  
8 savings, contributing to the incentive to the utilities  
9 to achieve savings that are in excess of plan savings  
10 at costs that are below budget. So, I would say that  
11 the performance incentive mechanism is working very  
12 well.

13 A. (Stanley) I would just add, for Liberty Utilities, that  
14 we consider it a critical element for us in  
15 implementing the programs and driving performance.  
16 And, we think it works effectively as it does today.

17 Q. Great. All right. And, for the utilities -- well, for  
18 everybody on the panel, I assume you're aware that,  
19 this is obliquely related to energy efficiency, for  
20 demand response, there's an active court case regarding  
21 FERC Order 745, which is an EPSA, "EPSA" is the name of  
22 the case. I guess my question would be, are you aware  
23 that there's a potential for some impacts on how energy  
24 efficiency is incorporated into the forward capacity

[WITNESSES: Belair~Stanley~Cunningham]

1 market, depending on how that ruling goes? And, are  
2 you following that, is my question?

3 A. (Belair) I think we are following that. And, you know,  
4 as part of Eversource, we're following it in multiple  
5 jurisdictions. So, it's becoming more and more  
6 important. And, we, you know, we looked at -- we've  
7 always looked at demand savings as a byproduct of the  
8 energy savings. So, we weren't completely focused on  
9 demand savings.

10 I think an evaluation got done in 2013  
11 by Cadmus that we tried to look for some ancillary  
12 savings associated with weatherizing the homes, and,  
13 you know, things that we could do to reduce demand in  
14 the summer when we are in the house weatherizing the  
15 homes. And, we've incorporated those things into our  
16 programs.

17 But we recognize that there's going to  
18 be -- it's becoming, you know, more important, as we  
19 see kilowatt-hour sales flattening and kW peak demand  
20 still increasing. So, we understand that there will be  
21 some changes coming up, and we're looking forward to  
22 being part of that.

23 Q. And, again, I don't mean to signal -- I hope I'm not  
24 signaling that energy efficiency will be swept into

[WITNESSES: Belair~Stanley~Cunningham]

1 that. I just want people cognizant that that's a  
2 possibility.

3 A. (Belair) Yes.

4 Q. So, thank you. And, in reading the filing, and if I  
5 remember correctly, this was a Unitil-specific thing,  
6 but I was just curious to get some feedback on why the  
7 on-bill financing funds were not all spent? I don't  
8 know if the panel can answer that or if we need to look  
9 in the audience. So, I think there's a \$65,000 amount  
10 that wasn't spent. I was just curious.

11 A. (Cunningham) The 65,000 was an additional provision  
12 made over and above the on-bill financing grant that  
13 was given to all the utilities, Unitil being one of  
14 them. And, this additional 65,000 turned out to be  
15 excess to the needs of the On-Bill Financing Program.  
16 However, the fundamental underpinnings on the On-Bill  
17 Financing Program is still working, that being the  
18 on-bill financing grant that was given to all the  
19 utilities.

20 Q. And, you answered where I was going with that. My  
21 question ultimately was is, is there an issue with  
22 people not taking advantage of on-bill financing, if  
23 your testimony to the effect there's not a problem with  
24 that?

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[WITNESSES: Belair~Stanley~Cunningham]

1 A. (Cunningham) I'm not that close to it, I'd defer to the  
2 utility colleagues here.

3 A. (Stanley) We don't see an issue with interest in the  
4 on-bill financing. We piloted, as you know, started in  
5 2014 with the gas utilities, a third party financing  
6 effort, which we've seen a good amount of demand so  
7 far, over 100 loans collectively between the companies.  
8 But there's still a strong interest in the on-bill  
9 financing as well. And, we've tailored both the third  
10 party financing pilot and the on-bill to be  
11 complementary to each other, to stretch dollars as best  
12 we can. And, we see that continuing to work in the  
13 future.

14 COMMISSIONER SCOTT: Great. That's all  
15 I have. Thank you.

16 CHAIRMAN HONIGBERG: Commissioner  
17 Bailey.

18 COMMISSIONER BAILEY: Mr. Belair, did  
19 you want to respond to that last question?

20 WITNESS BELAIR: No, I'm all set.

21 COMMISSIONER BAILEY: Okay.

22 BY COMMISSIONER BAILEY:

23 Q. Can you tell me how you make your customers, your  
24 residential customers, aware of these programs?

{DE 14-216} {12-15-15}

[WITNESSES: Belair~Stanley~Cunningham]

1 A. (Belair) Sure. You want to start?

2 A. (Stanley) No, you can.

3 A. (Belair) You know, for residential programs, we have a  
4 number of mechanisms that we make customers aware of.  
5 Depending on which program it is, they all have their  
6 own kind of marketing plan.

7 For ENERGY STAR Homes, we typically work  
8 with builders and the New Hampshire Builders  
9 Association, and we try to get the builders aware of  
10 what it takes to build an ENERGY STAR home, and offer  
11 that as an up-sell to their customers.

12 We also, for mass-market programs, like  
13 lighting and appliance products, we provide information  
14 in bill inserts. We have an *NHSaves*, "New Hampshire  
15 saves" website that provides a lot of this information.  
16 We work with retailers around the state, over 100  
17 lighting retailers, 100 appliance retailers, making  
18 sure that we have point-of-purchase materials in the  
19 store by the product that people might be purchasing.

20 For weatherization programs, we work  
21 with, like the local energy working groups, we work  
22 with -- and, I'm sorry, I can't -- I'm trying to  
23 remember the --

24 A. (Stanley) The weatherization contractors.

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[WITNESSES: Belair~Stanley~Cunningham]

1 A. (Belair) Well, weatherization contractors, but there's  
2 a -- it's program that --

3 A. (Stanley) Button-up workshops.

4 A. (Belair) Button-up workshops, thank you.

5 *[Court reporter interruption.]*

6 **CONTINUED BY THE WITNESS:**

7 A. (Belair) Oh, button-up workshops. So, we work, we  
8 partner with others to put this training course on, to  
9 let people know what they can do to weatherize their  
10 home on their own, you know, simple things that they  
11 can do, but then to try to guide them into our program.  
12 Our weatherization contractors are, you know, they're  
13 always selling this program to get more work for them  
14 as well. And, I think, for the weatherization program,  
15 the best marketing is a happy customer, where they tell  
16 others, and we'll get others into it, too. But we  
17 inform customers about all this stuff on our bill  
18 inserts, so we can hit all of our customers as well.

19 BY COMMISSIONER BAILEY:

20 Q. And, for customers that receive electronic bills, do  
21 they see this information?

22 A. (Belair) They get, you know, a link to the bill insert,  
23 yes.

24 Q. So, it's just, if they click the link to the bill, and

[WITNESSES: Belair~Stanley~Cunningham]

1 they have to look beyond how much they owe you?

2 A. (Stanley) Right.

3 A. (Belair) Bill inserts typically work when you're trying  
4 to promote something, like a second refrigerator  
5 pick-up, if you're going to recycle refrigerators. You  
6 say, you know, send a bill insert where it's going to  
7 let people know that this is available, if they  
8 purchased a new refrigerator or they have one in their  
9 basement they'd like to get out, you know, let them  
10 know that we have a pick-up service available.

11 Q. You do? Good to know.

12 A. (Belair) Well, we did, except the vendor went bankrupt  
13 last week. So, we're looking for a new one.

14 Q. Okay.

15 A. (Stanley) And, just to elaborate further on Tom's  
16 comments. Ultimately, there's a variety of activities  
17 we do on an ongoing basis, some more targeted than  
18 others, some more seasonal. And, certainly, it depends  
19 on the type of program we're talking about, whether  
20 it's on the large business/small business market  
21 sectors, residential, whether, for some programs, it  
22 could be not marketing directly to customers, but  
23 marketing to different marketing intermediaries, such  
24 as architects, engineers, contractors, builders,

{DE 14-216} {12-15-15}

[WITNESSES: Belair~Stanley~Cunningham]

1 retailers, as Tom had alluded to. We're doing a  
2 variety of tactics on an ongoing basis, whether -- Tom  
3 mentioned "bill inserts", but that's just one element.  
4 We have e-newsletters that we send out regularly to our  
5 customers to promote the programs. The "New Hampshire  
6 saves" website has been revamped over the past year, to  
7 be more informative and have more value-added content  
8 for customers. And, that's one thing, one resource  
9 that we're looking to expand upon next year, in terms  
10 of what is available for content on that website.

11 We're looking at further building out  
12 our energy blog. We're looking at developing case  
13 study videos for customers, as we're finding customers  
14 are more interested in watching a video explaining  
15 something, rather than reading text and trying to  
16 understand how something works. So, that's something  
17 we're excited to look to launch next year.

18 But it really does depend on the  
19 program. In some programs, where we might have very  
20 high demand, we might not be doing a lot of visible  
21 marketing, it might be more kind of hand-to-hand  
22 combat. But, for some other programs, where it's more  
23 of a mass-markets approach, where you need to generate  
24 demand, it typically involves a number of tactics

{DE 14-216} {12-15-15}



[WITNESSES: Belair~Stanley~Cunningham]

1 working in combination with each other. So, it's  
2 usually not just a one-size-fits-all approach for  
3 promoting the programs.

4 Q. Do either of your companies conduct customer surveys?

5 A. (Stanley) Yes. Liberty Utilities, I can't speak for  
6 the other utilities, we conduct an annual customer  
7 satisfaction survey. And, we've been doing that over  
8 the past four years, since Liberty Utilities formed in  
9 New Hampshire. And, our -- we specifically ask --  
10 excuse me -- we specifically ask questions about  
11 awareness of our efficiency programs. And, we've seen  
12 a steady increase in awareness of both our gas and  
13 electric programs. From 2012, our awareness levels  
14 were around 30 percent. And, the most recent survey  
15 completed this past year puts our awareness levels over  
16 50 percent, and approaching 60 percent in some cases.  
17 So, we're really happy to see that trend upward, and  
18 we're hoping to continue to see that improve over time.

19 Q. Okay. And, how about Eversource?

20 A. (Belair) Yes. We do some evaluations as well with  
21 customers. But, you know, one of the things we also do  
22 is, when we do an impact or a process evaluation as  
23 part of the programs, we look to see, get -- find out  
24 customer awareness of the programs as well.

{DE 14-216} {12-15-15}

[WITNESSES: Belair~Stanley~Cunningham]

1                   The last major evaluation that got done  
2                   with the technical potential study, and this was a  
3                   while ago, but it checked awareness of the programs.  
4                   And, the awareness on the commercial and industrial  
5                   programs was in the 70 percent range, and then the  
6                   residential programs, the awareness of customers of the  
7                   residential programs was in the 50 percent range.

8   Q.   And, what kind of study was that?

9   A.   (Belair) It was a technical potential study.

10   Q.   What does that mean?

11   A.   (Belair) It was a study that was commissioned by the  
12           Public Utilities Commission to determine how much  
13           potential energy savings existed out in the marketplace  
14           in New Hampshire by customer classes.

15   Q.   So, who did you contact to conduct that study?

16   A.   (Belair) GDS Associates was the evaluation contractor  
17           that was hired to do this.  And, they randomly selected  
18           customers in the State of New Hampshire.

19   Q.   Just random customers?

20   A.   (Belair) Yes.

21   Q.   And, 50 percent of them were aware?

22   A.   (Belair) Yes.

23   Q.   Okay.  When was that conducted, do you know?  Was it  
24           five years ago?  Or, last year?

{DE 14-216} {12-15-15}

[WITNESSES: Belair~Stanley~Cunningham]

1 A. (Belair) I'm not remembering the year. I'm thinking  
2 it's 1999, but I think that was too far ago.

3 A. (Stanley) It was 2009.

4 A. (Belair) 2009.

5 A. (Stanley) 2009.

6 Q. 2009. So, do you have -- do you have regular surveys  
7 of your customers?

8 A. (Belair) From an energy efficiency perspective, we do  
9 it through the evaluations. But Eversource does do  
10 surveys of customers to see customer satisfaction, and  
11 questions about awareness of the programs.

12 Q. So, on customer satisfaction surveys, there are  
13 questions about customer awareness?

14 A. (Belair) There have been. I haven't seen any recently,  
15 unfortunately. But we've done that in the past.

16 Q. Okay. Maybe, could you ask them to consider doing that  
17 and adding those questions?

18 A. (Belair) Yes.

19 COMMISSIONER BAILEY: Because I think  
20 that data is informative, and I'd like to hear about it  
21 next time. Thank you.

22 CHAIRMAN HONIGBERG: Other than perhaps  
23 wanting to see the PowerPoint slides of the marketing  
24 meetings at Liberty, where they describe marketing as

1 "hand-to-hand combat", I don't think I have any questions.

2 Mr. Fossum or Ms. Patterson, do you have  
3 any follow-up questions for these witnesses?

4 MR. FOSSUM: I do not. Thank you.

5 MS. PATTERSON: No thank you.

6 CHAIRMAN HONIGBERG: All right. I think  
7 we're done with the witnesses. You gentlemen can stay  
8 where you are or you can return to your seats, at your  
9 preference.

10 I'll be shocked if there's any objection  
11 to striking the ID on Exhibits 5, 6, and 7?

12 *[No verbal response]*

13 CHAIRMAN HONIGBERG: Seeing none, we'll  
14 strike the ID, and those are now full exhibits.

15 I think the only thing left to do is to  
16 allow everyone to sum up, and we'll do all of the  
17 utilities last together. So, Mr. Labbe, do you have  
18 anything we need to know before we leave?

19 MR. LABBE: Just real briefly,  
20 Commissioners. The Way Home does support the Settlement  
21 Agreement. And, we appreciate the ongoing support of the  
22 Parties in committing at least 15 and a half percent to  
23 the low income home energy assistance programs. Thank yo.

24 CHAIRMAN HONIGBERG: Mr. Clouthier.

1 MR. CLOUTHIER: Thank you,  
2 Commissioners. Just that the Community Action Agencies  
3 support this. Thank you.

4 CHAIRMAN HONIGBERG: Ms. Hatfield.

5 MS. HATFIELD: Thank you, Mr. Chairman.  
6 OEP also supports the Settlement Agreement. And, we think  
7 Staff and the Parties for the collaborative work that  
8 brought up to this Settlement.

9 I wanted to just highlight a couple of  
10 things in the Settlement for the Commission. On Page 2,  
11 Section II, under the heading "Settlement Terms", there  
12 are a few modifications I wanted to call to your  
13 attention. One is that, consistent with something that  
14 Mr. Cunningham raised in his testimony, the utilities  
15 agree to update certain quarterly reports. And, as you  
16 can see in the attachment, one of the things that the  
17 utilities agreed to add is information about energy  
18 savings, which OEP thinks is very important, and we thank  
19 the utilities for agreeing to do that.

20 We also wanted to point your attention  
21 to the first full paragraph on Page 3, noting that  
22 Eversource has agreed to continue efforts to ensure that  
23 the free public resource known as "EPA's Portfolio  
24 Manager" will be able to interface with the utility's new

1 customer engagement platform. We think that's important,  
2 because a lot of municipalities in New Hampshire are using  
3 that tool to try to track their energy usage to save  
4 energy, and also the state is exploring using Portfolio  
5 Manager for our state buildings. So, we thank Eversource  
6 for being willing to do that.

7 We also agree with Mr. Labbe, that we  
8 appreciate the continuing support for dedicated low income  
9 resources. They, unfortunately, are not enough, but we  
10 appreciate everyone's work in that regard.

11 Lastly, we just wanted to amplify that  
12 OEP continues to believe that energy efficiency should be  
13 really the first order resource in all of our electric and  
14 gas utilities' portfolios. So, we'll continue to work  
15 with the Parties, both in the CORE docket, but also in the  
16 EERS proceeding. Thank you.

17 CHAIRMAN HONIGBERG: Ms. Chamberlin.

18 MS. CHAMBERLIN: Thank you. The  
19 Consumer Advocate supports the Settlement Agreement, as it  
20 is a continuation of the cost-effective programs. The  
21 modifications keep the programs up-to-date. And, we  
22 expect to revisit the process in the EERS proceeding.  
23 Thank you.

24 CHAIRMAN HONIGBERG: Ms. Patterson.

1 MS. PATTERSON: Thank you. The Staff  
2 supports the Settlement Agreement, and thanks the Parties  
3 for their assistance in bringing it to you today.

4 CHAIRMAN HONIGBERG: Mr. Fossum.

5 MR. FOSSUM: Thank you. We also, quite  
6 obviously, we support the Settlement Agreement, and the  
7 underlying September filing that the utilities had  
8 provided. We believe that it is an appropriate and  
9 meaningful continuation of useful and helpful programs.  
10 And, we're very supportive of those programs. And, we  
11 appreciate that the others in the room have been  
12 supportive through this process, in the 2016 update, and  
13 we look forward to working with these Parties and others  
14 as these programs are implemented.

15 The only request that I would make is  
16 that I would hope the Commission would be able to issue an  
17 order in sufficient time to ensure that the programs could  
18 be continued on January 1, 2016, and that there wouldn't  
19 be a lapse in the programs pending an order. Thank you.

20 CHAIRMAN HONIGBERG: You answered the  
21 question I was going to ask. Thank you.

22 Is there anything else we need to know  
23 or hear before we adjourn?

24 *[No verbal response]*

1                   CHAIRMAN HONIGBERG: Seeing none, thank  
2 you all. We will adjourn.

3                   *(Whereupon the hearing was adjourned at*  
4                   *10:32 a.m.)*

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