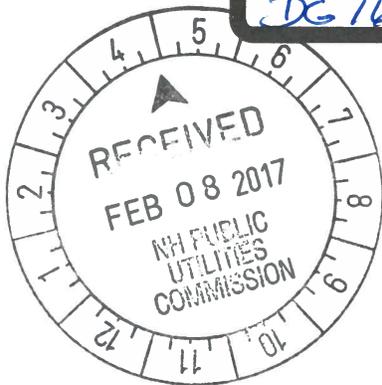


EXHIBIT
#6
DG 16-827



**STATE OF NEW HAMPSHIRE
BEFORE THE
PUBLIC UTILITIES COMMISSION**

DG 16-827

**Petition for Approval of a Transition Fund
For Concord Steam Non-Governmental Non-Profit Customers**

Woman's Club of Concord

DIRECT TESTIMONY

OF

**HANSI GLAHN
LINDA GRAHAM
CAROLYN STILES**

February 8, 2017

1 **Q. Please state your name and position.**

2

3 **A.** My name is Hansi Glahn. I am the President of the Board of Trustees for the
4 Woman's Club of Concord, located in the historic Chamberlin House at 44
5 Pleasant St., Concord, NH. I am joined by Board Members Carolyn Stiles, House
6 Committee Co-Chair and Linda Graham, Community Service Chair.

7

8 **Q. Mrs. Glahn have you previously testified before the New Hampshire**
9 **Public Utilities Commission?**

10

11 **A.** Yes, on behalf of the Woman's Club of Concord, December 21, 2016 in a pre-
12 hearing on the above referenced matter.

13

14 **Q. What is the purpose of your testimony?**

15

16 **A.** The Woman's Club, as one of the Joint Petitioners in this proceeding, is
17 seeking Commission approval of said Petition in order to assist the non-
18 governmental customers of Concord Steam who are suffering extremely high
19 conversion costs with very long payback periods, forced upon them by the
20 upcoming closure of Concord Steam Corp.

21 The Concord Woman's Club believes that the Commission should honor its
22 Mission Statement, which states that customers "receive safe, adequate, and
23 reliable service at just and reasonable rates."

24 Our annual heating budget of \$11,000 is almost half our annual operating cost
25 of \$29,000. But we've been thrown a curve ball this year because between
26 December 2016 and the end of May 2017 these already high heating rates are

1 subject to an increase of up to 17 percent. Added to those high rates, between now
2 and the end of May we must find additional funds and engineering support to
3 remove asbestos in our basement to allow us to install the necessary new furnace
4 and systems to convert to gas to run our heating system. These upgrades are
5 estimated at \$41,875— almost double our annual budget of \$29,000.

6 This is all required to happen within 9 months — hardly much time in the
7 world of a non-profit to find a grant or launch a successful Capital Campaign.
8 Therefore, we have taken a 10-year loan for \$42,000 to fund this work.

9 The Woman's Club has been a loyal customer of Concord Steam since 1938
10 when the company began offering clean steam energy to replace coal. But when
11 Concord Steam announced its plan to close, no support was offered to its
12 customers. We have had no help in facing these transition challenges nor have we
13 received any help in connecting to alternative heat and/or hot water sources.
14 Instead the final months of running Concord Steam has been placed on the backs
15 of its customers, by adding 17 percent to our bill.

16 When we finally do become customers of Liberty Utilities we will save on
17 heating costs, but those savings will be eaten up with the loan payments we are
18 carrying to payoff the costs of our conversion to gas. We will not feel any benefit
19 of being a Liberty customer for the life of our loan — 10 years, while other
20 Liberty customers will feel the benefits of a greatly expanded customer base and
21 the reduced energy rates that it is expected to bring. That doesn't seem just or
22 reasonable.

23

24 **Q. At the pre-hearing staff asked why asbestos removal part is part of our**
25 **costs?**

26

1 A. Previously, the asbestos wrapped pipes in the basement of Chamberlin House
2 had been reviewed and judged to be in good condition posing no danger to air
3 quality. In order to create the space to install a new furnace, the old steam boiler
4 will have to be removed thus upsetting all of the existing piping and requiring
5 removal of all.

6

7 **What is the Woman's Club of Concord and what does it do?**

8 A. The Woman's Club of Concord is one of the first women's clubs in the nation.
9 In 1919, devoted Club member Lillian Chamberlin bequeathed her home to the
10 Club hoping that it would forever provide a home for the club and for those in
11 need.

12

13 Today, the Woman's Club is a membership based, volunteer run, non-profit
14 501 (c)(3). In the Chamberlin House, which is listed on the National Historic
15 Register, we offer housing to three women in transition for a year or more, and
16 one dedicated room for emergency housing for up to two weeks. We provide
17 meeting space for non-profits and the community, and we offer the community
18 own monthly programming from hosting Former Secretary of State Madeleine
19 Albright to Concord's Dr. Nick Perencevich who spoke of his work in Rwanda.
20 Every May, we award as many as three high school girls at least \$1,000 in
21 scholarships to college and all year long we provide programming for the
22 underserved inmates at the Women's Prison in Goffstown.

23

24 **Q. What are your finances?**

1 A. The Woman's Club is a financially self-sustaining organization with an
2 operating budget of \$29,000 a year. We have an obligation to keep this home in
3 good repair to serve its charitable mission.

4
5 Through membership dues, rentals, fundraising, and grants we meet our financial
6 obligations. Although the House was given to us in 1919, work to rehabilitate
7 Chamberlin House is done through fundraising and the receipt of grants. We
8 presently are honored to be the recipients of a Land and Community Heritage
9 Investment Program grant (LCHIP) and a Madelaine G. vonWeber Trust grant.
10 Trying to fund and manage the heating conversion project has drained our very
11 limited resources of time, energy and funds and is distracting us from applying for
12 grants and other funding sources to continue rehabilitation of Chamberlin House.

13

14 **Does this complete your testimony?**

15 A. Yes.

16