

# STATE OF NEW HAMPSHIRE

## Inter-Department Communication

DATE: August 29, 2018  
AT (OFFICE): NHPUC

*Dan*  
FROM: David Goyette, Utility Analyst III

SUBJECT: DM 18-102, XOOM Energy New Hampshire, LLC  
Renewal of Registration as Competitive Electric Power Supplier

TO: Debra Howland, Executive Director



### Executive Summary

XOOM Energy New Hampshire, LLC has applied to renew its registration as a competitive electric power supplier. XOOM Energy's current registration expires on August 28, 2018. XOOM Energy submitted a certificate demonstrating it has completed EDI testing with Eversource and a surety bond in the amount of \$400,000. Staff recommends that XOOM Energy's registration renewal application be approved, pursuant to N.H. Code Admin. Rules Puc 2003.02(c)(1), for service in the franchise area of Eversource for a renewal registration term of three years.

### Background and Analysis

On June 29, 2018, XOOM Energy New Hampshire, LLC (XOOM Energy) filed an application to renew its registration as a competitive electric power supplier (CEPS). XOOM Energy's currently active registration, which the Commission approved in Docket DM 13-182, expires on August 28, 2018. XOOM Energy's application included a certificate demonstrating that it has completed electronic data interchange (EDI) testing with Public Service Company of New Hampshire d/b/a Eversource Energy (Eversource) residential and small commercial customer contract forms, and information regarding its training and processes for in-person solicitation. On July 3, 2018, XOOM Energy filed a surety bond in the amount of \$400,000 which names the Commission as obligee, became effective on June 22, 2018, and may not be terminated prior to August 28, 2019. On July 20, 2018, XOOM Energy filed a non-confidential version of certain information regarding its in-person solicitation program and provider. XOOM Energy's detailed training, procedures, and other information regarding its door-to-door sales program remain subject to the claim they contain confidential business information. XOOM Energy filed, on August 22, 2018, a revised customer complaint report and, on August 29, 2018, additional information regarding certain customer complaints.

Staff has reviewed the information in the application and believes it meets the requirements of Puc 2003 and Puc 2006.01. Staff recommends approval of a registration

period of three (3) years, beginning on the expiration date of the currently active registration, August 28, 2018, and ending at the close of business on August 28, 2021.

XOOM Energy filed documentation that demonstrates it has completed EDI testing with Eversource. Staff therefore recommends that XOOM Energy's registration renewal application be approved, pursuant to Puc 2003.02(c)(1), with XOOM Energy permitted to serve residential and small commercial customers and operate in the service area of Eversource.

Staff further recommends that XOOM Energy be informed that, pursuant to Puc 2003.03(e), if a CEPS's financial security instrument will not be renewed or extended beyond its expiration date, it must (1) provide written notice to the Commission of such non-renewal or non-extension no less than 60 days prior to the expiration date, and (2) file with the Executive Director a replacement financial security instrument meeting the requirements of the rules no less than 30 days prior to the expiration date, and that, under Puc 2003.03(f), a CEPS that fails to comply with the requirement to file a replacement financial security instrument is subject to fines, suspension, or revocation pursuant to Puc 2005.

Finally, Staff recommends that confidential treatment be approved for the non-public training, procedures, and other information filed by XOOM Energy regarding its door-to-door sales program.

**SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED**

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**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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**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  
EXECUTIVE 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.**