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**Sent:** Wednesday, December 29, 2021 7:33 AM  
**To:** PUC: <[puc@puc.nh.gov](mailto:puc@puc.nh.gov)>  
**Subject:** NH Saves

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Good Afternoon,

I hope you and your family are well and I am hoping you can please help me with this issue.

I am a new resident to NH moving from Pennsylvania to be closer to family. Knowing that there were several rebates for the energy star appliances and being I have a refrigerator and oven from the 1970's as well as no washer and dryer I saved to purchase energy efficient appliances in November. I purchased energy star equipment on Nov 23, 2021, from Lowes. 1st thing the morning of Nov 24<sup>th</sup> I went onto NH Saves Website to apply for the rebates and did not allow me to process. I contacted Margaux Levesque | Consultant, Energy Efficiency | Eversource. I asked her why I was not able to apply and requested help especially since it saying it till December 31, 2021.

While waiting for a response I tried again the following day, and then it said the program is closed???

Margaux Levesque responded that it was beyond her control and the program was closed? Really? The day after I purchased over \$5000.00+ of energy star appliances? I am counting on these rebates to help pay my credit card bill.

I purchased these items with the understanding that I would get a rebate on them. I checked the website the day of purchase 11/23/2021 and there was no mention of this and then the following morning when I went on it said it was closed. I cannot express how we were counting on the rebates, small to most people but not to me. The night I purchased them the Lowes appliance manager reminded me to apply and even gave me a pamphlet also there were stickers on appliances.

Then on Friday Dec 3 NH Saves Website now states- new projects anticipated for 2022 and any new residential projects for 2021 are now paused. Customers with a new 2021 commercial project should contact their utility for further clarification. Additionally, all point-of-sale and retail rebates and incentives on lighting, appliances, equipment and HVAC systems are closed as of November 23, 2021.

I am looking for some help to get the rebates that are due. I appreciate your attention to this matter

FYI I did not contact you sooner because I was not aware but after seeing a news report and contacting Eversource again.

Denise Dailey  
Bradford, NH