

AQUARION WATER COMPANY OF NEW HAMPSHIRE

DW 20-184

Aquarion Water Company's Responses to Staff Data Requests  
Technical Session 3

Data Request Received: December 7, 2021  
Request No.: Energy TS 3-19

Date of Response: December 14, 2021  
Witness: D. Szabo

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REQUEST: **Department TS 3-19**  
**Customer Assistance Program (CAP)**  
**Reference Bates Pages 33, 37, 176, and 547**

During the December 6, 2021 Tech Session, the Company stated the CAP was implemented in New Hampshire in 2020. If not provided elsewhere, please provide the a report indicating the exact date it was implemented and the following for NH customers:

- a. Number of customers that applied for assistance.
- b. Number of customers that qualified.
- c. Total assistance provided.
- d. Annual cost for third-party administrator.

RESPONSE: In the first quarter of 2020 the Company elected to offer the program in New Hampshire. There is no report indicating the exact date the program was implemented. New Hampshire applications are covered under the General Service Agreement with Wellspring Multi-Servic Center in place since 2011 (refer to Energy TS 3-19 Attachment 1). Customers were informed of the program via bill inserts in February and March of 2020 (refer to TS 3-19 Attachment 2).

- a. The CAP program is adminstered by Wellspring, a private non-profit agency, which reports only the number of approved applications to the Company. The Company does not have information regarding the total number of customers that applied.
- b. There were twenty-two customers in 2020 and six in 2021 (through November) who qualified for and received assistance.
- c. The Company provided \$1,050 and \$300 of assistance in 2020 and 2021 (through November), respectively.
- d. The current adminstrator, Wellspring, charges \$10 per application. The annual cost in 2020 was \$220 and \$60 through November 2021.