| 1 | | STATE OF NEW HAMPSHIRE |
|----------|-------------------------|--|
| 2 | | PUBLIC UTILITIES COMMISSION |
| 3 | gamtamban 20 | 2022 |
| 4 | 21 South Fru | , 2023 - 9:03 a.m. it Street |
| 5 | Suite 10 Concord, NH | |
| 6 | | |
| 7 | | 00 004 |
| 8 | RE: | DE 23-004 PUBLIC SERVICE COMPANY OF NEW |
| 9 | | HAMPSHIRE d/b/a EVERSOURCE ENERGY: Proposed Purchase of Receivables |
| 10 | | Program. |
| 11 | PRESENT: | Eric J. Wind, Esq. (Presiding as Hearings Examiner) |
| 12 | | Doreen Borden, Clerk |
| 13 14 | APPEARANCES: | Reptg. Public Service Company of New Hampshire d/b/a Eversource Energy: |
| 15 | | David K. Wiesner, Esq. |
| 16 | | Reptg. Community Power Coalition of New Hampshire: |
| 17 | | Clifton C. Below, Chair/CPCNH |
| 18 | | Reptg. NRG Retail Companies: Joey Lee Miranda, Esq. (Robinson & Cole) |
| 19 | | Reptg. New Hampshire Dept. of Energy: |
| 20 | | Alexandra K. Ladwig, Esq. Elizabeth Nixon, Dir./Electric Group |
| 21 | | Amanda Noonan, Dir./Consumer Services Scott Balise, Electric Group |
| 22 | | (Regulatory Support Division) |
| 23 | Court Rep | orter: Steven E. Patnaude, LCR No. 52 |
| 24 | | |

{DE 23-004} {09-20-23}

| 1 | | | |
|-----|--------------------------|---------------------------------|-------|
| 2 | I | N D E X | |
| 3 | | PAGI | E NO. |
| 4 | | NDAN O'BRIEN | |
| 5 | | NDA O. NOONAN FTON C. BELOW | |
| 6 | Direct examination by M: | r. Wiesner | 7 |
| 7 | Direct examination by Ma | s. Ladwig | 14 |
| 8 | Direct examination by M: | r. Wiesner <i>(as courtesy)</i> | 16 |
| 9 | Interrogatories by Hear: | ing Examiner Wind | 19 |
| 10 | Redirect examination by | Mr. Wiesner | 40 |
| 11 | | | |
| 12 | CLOSING STATEMENTS BY: | | |
| 13 | Ms. | Miranda | 42 |
| 14 | Mr. | Below | 43 |
| 15 | Ms. | Ladwig | 4 4 |
| 16 | Mr. | Wiesner | 4 4 |
| 17 | | | |
| 18 | DISCUSSION RE: PROCESS | FOLLOWING THE HEARING | 50 |
| 19 | | | |
| 20 | | | |
| 21 | | | |
| 22 | | | |
| 23 | | | |
| 2 4 | | | |

| EXHIBIT NO. DESCRIPTION PAGEN Pre-filed Testimony and premar Supporting Attachments of Brendan J. O'Brien (01-20-2023) New Hampshire Dept. of Energy premar Technical Statement of Amanda Noonan, Elizabeth Nixon, and Scott Balise, with supporting Attachments (06-16-2023) | cked |
|---|------|
| 4 1 Pre-filed Testimony and premare Supporting Attachments of Brendan J. O'Brien (01-20-2023) 6 2 New Hampshire Dept. of Energy premare Technical Statement of Amanda Noonan, Elizabeth Nixon, and Scott Balise, with supporting | cked |
| Supporting Attachments of Brendan J. O'Brien (01-20-2023) New Hampshire Dept. of Energy premar Technical Statement of Amanda Noonan, Elizabeth Nixon, and Scott Balise, with supporting | |
| Brendan J. O'Brien (01-20-2023) New Hampshire Dept. of Energy premar Technical Statement of Amanda Noonan, Elizabeth Nixon, and Scott Balise, with supporting | cked |
| New Hampshire Dept. of Energy premar Technical Statement of Amanda Noonan, Elizabeth Nixon, and Scott Balise, with supporting | cked |
| Technical Statement of Amanda Noonan, Elizabeth Nixon, and Scott Balise, with supporting | |
| 8 Scott Balise, with supporting | |
| | |
| 9 3 NRG Retail Companies' Comments premar | rked |
| and supporting Attachments $(06-16-2023)$ | |
| 11 4 Community Power Coalition of premar | cked |
| New Hampshire Testimony of Clifton Below and supporting | |
| 13 Attachments $(06-16-2023)$ | , , |
| 5 Settlement Agreement and premar Attachments (09-13-2023) | rked |
| 15 16 | |
| 17 | |
| 18 | |
| 19 | |
| 20 | |
| 21 | |
| 22 | |
| 23 | |
| 2 4 | |

PROCEEDING

HEARINGS EXAMINER WIND: All right.

Good morning, everybody. We are here in Docket

Number DE 23-004, Eversource Energy's Proposed

Purchase of Receivables Program. The applicable

statute is RSA 53-E:9, which sets forth the

parameters for what the Purchase of Receivables

Program shall include.

This hearing is a hearing on the Settlement Agreement that was reached between the Parties.

My name is Eric Wind. I am an Advisor at the Commission. And I will be serving as Examiner for today's hearing. This is based on a September 1, 2023 Commission order, where the members of the Commission assigned me to serve as Examiner, report the facts, and draft a recommended order.

Let's begin by taking appearances, starting with Eversource.

MR. WIESNER: Good morning, Mr.

Examiner. David Wiesner, representing Public

Service Company of New Hampshire, doing business
as Eversource Energy. And with me is our

{DE 23-004} {09-20-23}

| 1 | witness, Brendan O'Brien. |
|-----|---|
| 2 | HEARINGS EXAMINER WIND: Good morning. |
| 3 | Department of Energy? |
| 4 | MS. LADWIG: Good morning. Alexandra |
| 5 | Ladwig, on behalf of the Department of Energy. |
| 6 | And, then, with me today, also from the |
| 7 | Department, I have Amanda Noonan, who is our |
| 8 | Director of the Consumer Division; Liz Nixon, who |
| 9 | is the Electric Director; and then Scott Balise, |
| 10 | who is the Utility Analyst working on this |
| 11 | docket. |
| 12 | HEARINGS EXAMINER WIND: Good morning. |
| 13 | Thank you. NRG Retail Companies? |
| 14 | MS. MIRANDA: Good morning. Joey Lee |
| 15 | Miranda, from Robinson & Cole, on behalf of the |
| 16 | NRG Retail Companies. |
| 17 | HEARINGS EXAMINER WIND: And the |
| 18 | Community Power Coalition of New Hampshire? |
| 19 | MR. BELOW: Good morning, Examiner |
| 20 | Wind. Clifton Below, here on behalf of Community |
| 21 | Power Coalition of New Hampshire. |
| 22 | HEARINGS EXAMINER WIND: All right. |
| 23 | First, I'll turn to the Parties to |
| 2 4 | discuss the preliminary matters in this hearing, |

{DE 23-004} {09-20-23}

1 including how the Parties wish to proceed to 2. present this Settlement Agreement. Do you have a 3 plan for how you want to present the witnesses 4 and the Agreement? 5 MR. WIESNER: I believe we've agreed 6 that there will be a panel of three witnesses 7 that will address the Settlement; one from the Company, one from the Department, and Mr. Below, representing the Coalition. 9 10 HEARINGS EXAMINER WIND: Okay. 11 sounds acceptable to me. 12 I have before me premarked and prefiled 1.3 five exhibits. Are there any other preliminary matters 14 that the Parties want to raise before we hear 15 16 testimony? 17 [No verbal response.] 18 HEARINGS EXAMINER WIND: Okay. If the 19 witnesses will please come up to the stand? 20 All right. And, Mr. Patnaude, would you please swear in the three witnesses. 21 2.2 (Whereupon BRENDAN O'BRIEN, 23 AMANDA O. NOONAN, and CLIFTON C. BELOW 24 were duly sworn by the Court Reporter.)

1 HEARINGS EXAMINER WIND: Okay. 2 begin with Eversource. 3 MR. WIESNER: Thank you, Mr. Examiner. I'll turn to Mr. O'Brien. 4 5 BRENDAN O'BRIEN, SWORN 6 DIRECT EXAMINATION 7 BY MR. WIESNER: 8 And ask you, Mr. O'Brien, for the record, would 9 you please state your name and the title of your 10 role at Eversource? 11 (O'Brien) My name is Brendan O'Brien. And I am the Director of Revenue and Regulatory Accounting 12 13 at Eversource Energy. 14 What are your responsibilities in that role for Q 15 the Company? 16 (O'Brien) In my role, I'm responsible for all 17 accounting and financial reporting related 18 matters as it pertains to revenue, accounts 19 receivable, and regulatory accounting items. And 20 that is for all the electric distribution, 21 electric transmission, and natural gas 22 distribution companies in the Eversource Energy 23 service territory, which includes Public Service 24 Company of New Hampshire.

- 1 Q And have you testified before this Commission
 2 previously?
 3 A (O'Brien) I have not testified in front of this
- Commission previously. However, I have submitted written testimony historically to the

 Massachusetts Department of Public Utilities.
 - Q Did you file testimony and supporting attachments as part of the Company's filing on January 10th, which had been marked as "Exhibit 1" for purposes of this hearing?
- 11 A (O'Brien) Yes, I did.

7

8

9

10

- 12 Q And was that testimony and supporting materials
 13 prepared by you or at your direction?
- 14 A (O'Brien) Yes, they were.
- Do you have any changes or updates to make at this time to that testimony?
- 17 A (O'Brien) No, I do not, except to note that there

 18 were certain features of the original POR

 19 testimony submitted that have been modified based

 20 on the agreed-upon Settlement terms.
- 21 Q And, with that caveat, do you adopt your
 22 testimony today, as it was written and filed, for
 23 the purposes of this hearing?
- 24 A (O'Brien) Yes, I do.

1 Are you familiar with the terms and conditions of 2 the Settlement Agreement, and the two attachments 3 to that Agreement, that were filed on September 4 13th, and marked for identification as 5 "Exhibit 5"? 6 (O'Brien) Yes, I am. 7 And would you please provide a brief summary of 8 the key terms of the Settlement, and the 9 provisions it makes for the Company's 10 implementation of a Purchase of Receivables 11 Program next year? (O'Brien) Sure. So, the Settlement Agreement 12 13 sets forth the key parameters of the Purchase of 14 Receivables Program to be implemented in New 15 Hampshire. Under the Company's POR Program, both 16 competitive suppliers and community power 17 aggregators using the Consolidated Billing Service will seel their receivables to the 18 19 Company, which will be net of an applicable 20 discount rate percentage. The Company has agreed 21 to have two separate discount rate percentages; 22 one for the Residential customer classification 23 and one for the non-Residential customer 24 classification. The percentage rates will be

determined based on net write-offs and other factors for each individual customer classification.

The Company has also agreed to purchase a supplier's existing receivables shortly after the implementation of the POR Program, at the applicable discount rates calculated.

Incremental capital costs to modify the billing systems and make necessary upgrades to both the C2 and the New Hampshire Large Power Billing systems will be tracked and allocated using cost causation principles. The total costs of the billing upgrades are expected to be approximately \$1.9 million, and that will be subject to a full revenue requirement calculation, which will be amortized over a five-year period. That five-year period has been updated in the Settlement from our original proposal, which was a three-year period.

The entire costs of the Company's system upgrades will be specifically allocated to the customer class -- the non-Residential Customer classification for the Large Power Billing system, as no Residential customers are

1.3

billed through that application. However, the C2 billing application will be allocated amongst both the Residential and non-Residential Customer classifications, and that allocation will be based on total supplier billed sales usage, or kilowatt-hours, each year.

The Company currently estimates that we will not have any additional incremental administrative costs due to operating the Purchase of Receivable Program. However, we will track any potential future costs. And, if they are identified, they will be included in the Administrative Cost Percentage component of the discount rate calculation.

The actual costs and write-offs will be trued up via a reconciliation mechanism each year. That Past Period Reconciliation Percentage will be incorporated into the following year's discount rate calculation, and that will be similar to other reconciling mechanisms that we have before this Commission.

The Past Period Reconciliation

Percentage will be designed to track write-offs,

supplier billings, and cost recovery, with the

1.3

goal of reflecting changes in the Residential and non-Residential categories, while ensuring that the Company will recover all of its POR implementation-related costs over the five-year period identified in the Settlement.

In effect, the POR is intended to be self-constrained, with no costs being passed on to any Eversource customers. The DPR calculation and annual reconciliation will act as the utility's cost recovery mechanism, and none of the POR-related costs will be included in the Company's rate base.

The Program is planned to begin on May 1st of 2024. However, that may be deferred, if system modifications cannot be completed prior to that date.

The Settlement does also identify that there will be a Phase II of this proceeding, to finalize certain details involving new tariff and supplier contract language to support the Program. This updated language must be in place prior to the implementation of Purchase of Receivables.

Q Thank you for that summary, Mr. O'Brien. I'll

| 1 | | now ask you whether, in your opinion, the terms |
|-----|---|--|
| 2 | | and conditions of the Settlement Agreement, and |
| 3 | | the Purchase of Receivables Program |
| 4 | | implementation it provides for, are just and |
| 5 | | reasonable? |
| 6 | А | (O'Brien) Yes, they are. And we strongly support |
| 7 | | the approval of the Settlement. |
| 8 | Q | And I'll just ask you one final question, which |
| 9 | | is, in particular, in your opinion, is it |
| 10 | | appropriate and does it meet the public good to |
| 11 | | extend the POR Program to cover competitive |
| 12 | | suppliers, as well as Community Power |
| 13 | | Aggregations? |
| 14 | А | (O'Brien) Yes, it does. |
| 15 | | MR. WIESNER: Thank you. I have no |
| 16 | | further questions on direct for Mr. O'Brien. |
| 17 | | HEARINGS EXAMINER WIND: Okay. Thank |
| 18 | | you. Attorney Ladwig, would you like to swear |
| 19 | | in your or, qualify your witness? |
| 20 | | MS. LADWIG: Sorry, could you say that |
| 21 | | again? |
| 22 | | HEARINGS EXAMINER WIND: Sorry. The |
| 23 | | witness is already sworn. Would you please |
| 2 4 | | qualify your witness? |

1 MS. LADWIG: Of course. So, I'm going 2 to have all three of the witnesses introduce 3 themselves, but, Ms. Noonan, you can probably 4 answer on behalf of all three of you, if that 5 works? 6 AMANDA O. NOONAN, SWORN 7 DIRECT EXAMINATION BY MS. LADWIG: 8 So, Ms. Noonan, Ms. Nixon and Mr. Balise, can you 10 introduce yourself? 11 [Court reporter interruption to note that Ms. Nixon and Mr. Balise have not 12 13 yet been sworn in.] 14 MS. LADWIG: Okay. Sorry. This is a 15 little different than it was yesterday. So, I 16 wanted to clarify, but apologies. 17 BY MS. LADWIG: 18 Going back, Ms. Noonan, could you please 19 introduce yourself and your role with the 20 Department? 21 (Noonan) Certainly. Good morning. My name is Α Amanda Noonan. I'm the Director of Consumer 22 23 Services Division at the New Hampshire Department 24 of Energy.

1 Thank you. And were you involved in the 2 settlement negotiations and the drafting of the Settlement in this docket? 3 4 (Noonan) Yes, I was. 5 And did you prepare a technical statement in this 6 docket that's marked as "Exhibit 2"? 7 Α (Noonan) Yes. 8 And do you have any changes or modifications to 9 that technical statement? 10 (Noonan) No, I do not. 11 And do you adopt that technical statement as your 12 testimony today? 13 Α (Noonan) Yes, I do. 14 MS. LADWIG: Okay. That's all I have 15 for our witness. 16 HEARINGS EXAMINER WIND: So, you have 17 no preliminary questions or --MS. LADWIG: I don't believe we have 18 19 any preliminary questions. 20 HEARINGS EXAMINER WIND: Okay. Thank 21 you. Attorney Wiesner, are you going to qualify? 22 MR. WIESNER: I will introduce Mr. 23 Below, as he does not have an attorney here, and 24 the Coalition is not represented in this matter,

1 to my knowledge. And I have agreed to perform 2 that introductory role. Even though, for the 3 record, do not represent the Coalition or Mr. 4 Below. 5 HEARINGS EXAMINER WIND: So noted. 6 CLIFTON C. BELOW, SWORN 7 DIRECT EXAMINATION 8 BY MR. WIESNER: So, with that well-known disclaimer, Mr. Below, 10 would you please state your name and your title 11 with the Community Power Coalition of New 12 Hampshire? (Below) Yes. I am Clifton C. Below. And I am 13 Α 14 the Chair of the Coalition. 15 And could you briefly describe your Q 16 responsibilities in the role of Chair of the 17 Coalition? 18 (Below) Well, the general responsibility is to Α 19 oversee the management and operation of the 20 Coalition, as well as to chair the Board of 21 Directors of the Coalition. And, specifically, I 22 was authorized by the Board to represent the 23 Coalition in this matter, both as advocate and 24 expert witness.

1 And you have testified before this Commission 2 previously? 3 Α (Below) Yes. 4 And did you file testimony and corresponding 5 attachments on behalf of the Coalition on 6 June 16th, which have been marked for 7 identification as "Exhibit 4"? 8 Α (Below) Yes. 9 And do you have any changes -- well, excuse me. Q 10 Was that testimony and supporting materials 11 prepared by you or at your direction? (Below) Yes. It was prepared by me. 12 13 And do you have any changes or updates or Q 14 corrections to make to that testimony at this 15 time? 16 (Below) Only that I seem to have a problem with 17 labeling. And, in the upper left corner of all 18 the pages after Page 1, I identified the docket 19 number incorrectly, and did so in both the 20 attachments and the testimony in different ways. 21 But that's the only correction. Just the -- the 22 correct docket number is in the upper right with 23 the "Exhibit 4" number. 24 And, with that clarification, do you adopt your

```
1
         testimony as your sworn testimony for purposes of
         the hearing this morning?
 2
 3
    Α
         (Below) Yes, I do.
         And you're also familiar with the Settlement
 4
 5
         Agreement that's been marked for identification
 6
         as "Exhibit 5"?
 7
         (Below) Yes.
    Α
 8
         And would you just confirm for the record that
 9
         the Coalition is supportive of the Settlement
10
         terms as agreed to?
11
         (Below) Yes. We're in full support of the
12
         Settlement, and believe it is for the public
13
         good.
                   MR. WIESNER: Thank you. No further
14
15
         questions, Mr. Examiner.
16
                    HEARINGS EXAMINER WIND: Thank you.
17
         And, before we move to any Bench questions, is
18
         there any clarifying cross or friendly cross from
19
         any of the Parties here?
20
                   MS. LADWIG: Nothing from the
21
         Department.
22
                    HEARINGS EXAMINER WIND: Attorney
23
         Miranda?
24
                    MS. MIRANDA: Nothing from the NRG
```

1 Retail Companies.

MR. WIESNER: And nothing for the Company.

HEARINGS EXAMINER WIND: Thank you.

Give me just one moment to situate myself. But thank you for the thorough introduction to the Settlement, Mr. O'Brien. One moment please.

[Short pause.]

BY HEARINGS EXAMINER WIND:

- So, starting with Mr. O'Brien, and Page 2 of the Settlement Agreement, in Paragraph A, the Settlement Agreement states that CEPSs and Community Power Aggregators "shall automatically be enrolled". And I believe your testimony earlier today was that they "will participate in the Purchase of Receivables if they are on consolidated billing." Can you just make clear that there is no option to not participate in the Purchase of Receivables Program if they either of those entities elects consolidated billing?

 A (O'Brien) Correct. Yes. If the consolidated billing is elected, it would be included in the Purchase of Receivables Program.
- Q Thank you. And the other, Mr. Below and Ms.

1 Noonan, you agree with that? 2 (Below) Yes, I do. 3 (Noonan) Yes. 4 Okay. At this point, I am turning to Bates 5 Page 011, which is the "Sample Calculation". Can 6 you just walk me through this sheet, so I 7 understand the mechanics of it, Mr. O'Brien? 8 (O'Brien) Sure. So, starting at the top, the 9 actual discount rate for the Uncollectible 10 Percentage is calculated using total net 11 write-offs in an individual annual period, which will be divided by total customer revenue, to 12 13 establish an Uncollectible Percentage. 14 And, just to provide clarity, the 15 Company, in the first year of implementation, will do that on both total net write-offs and 16 17 total customer revenues. And going forward, upon 18 implementing the POR Program, that will be done 19 just on supplier-related net write-offs and 20 supplier-related revenues. 21 And, then, moving down, the second 22 section, it is administrative costs. And, as 23 mentioned, we do not anticipate any 24 administrative costs to be included in the

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

discount rate. However, we did include that as a line item, in case any future costs are identified in future periods.

The next section, the amortized incremental capital expense, this section summarizes the total estimated revenue requirement using the estimated \$1.9 million estimate for the implication costs, for both the C2 billing system and the Large Power Billing We estimated the allocation of that to system. break down between both billing systems, to ensure that we can have the discount rate reflect cost causation principles. And the C2 billing costs -- or, the estimated C2 costs, which is approximately 53 percent of the total, is allocated using the percentage of "Supplier Billed kilowatt-hours", which is at the bottom of the calculation, to split that between the Residential and non-Residential Customer classifications. And, then, the LPB costs, which is estimated to be approximately 47 percent of the total, is allocated individually to the non-Residential classification. And both of those will be amortized over a five-year period.

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

Q

And, at the bottom, we summarize the total costs, and divide that over total supplier billings.

And, again, that balance is estimated to be allocated for illustrative purposes to come up with the amortized incremental capital expense.

And, given this is the first year of application, we do not have any Past Period Reconciliation Percentage updates. But, going forward, that reconciliation mechanism we described would be included in there. And that would total the total discount rate. So, in our estimate, for illustrative purposes, the discount rate calculated for Residential would be approximately 91 basis points, and the percentage for non-Residential would be approximately 45 basis points, or 46 basis points, with rounding. Okay. Thank you. Diving into the costs, which you mentioned were based on an original \$1.9 million estimate, and I believe you said "estimate" a number of times. Just to -- can you walk me through what all that \$1.9 million includes, doesn't include, as far as contractor/Eversource staff time, and just the process that was used to come up with that

figure?

(O'Brien) Sure. So, the \$1.9 million represents the necessary upgrades to both of the Eversource billing systems. So, Eversource has two billing applications which are used to support the Public Service Company of New Hampshire customers, and that is the C2 billing system, which includes residential and non-residential related customers, and the Large Power Billing system, which includes, namely, non-residential customers.

And, so, in the estimate process, our

IT Department goes out and establishes an
estimate using a third party to provide an
estimated cost. And that goes through a typical
process where they estimate, and include
contingencies, et cetera. And that is, once that
was established for both of the separate billing
systems together in one estimate. And, as I
mentioned, the allocation percentage is estimated
to be that 53 and 47 percent.

One of the other items that contributes to that cost feature is the fact that both of these billing systems are totally independent and

1 separated, and there really is no ability to 2 leverage implementation-related work from one 3 billing system to another. In particular, the 4 Large Power Billing system is aged, and is a 5 mainframe system that requires a specific set of 6 skills to code that system to incorporate the 7 Purchase of Receivable Program. 8 Thank you. And with specific -- with respect to Q 9 that specific older system, I believe that, in 10 one of the parties' testimonies, it was described 11 as a "sole-source contract" to work on that 12 system. Does the Company agree with that 13 characterization? (O'Brien) When you say "sole-source" --14 Well, I quess --15 16 (O'Brien) That may just be an IT term. I'm not 17 familiar with that. 18 Sure. The prior question was asking about the Q 19 process used to derive that \$1.9 million 20 estimate. So, asking the question differently, 21 what -- for the contractors, were those 22 competitive bids? Was there a bidding process 23 used to evaluate that work? 24 (O'Brien) I believe it was an individual third

1 party, which has been used historically by the 2 Company to perform that related IT services for 3 both the billing systems, to my knowledge. 4 So, to your knowledge, you're using a known 5 contractor to Eversource, and --6 [Witness O'Brien indicating in the affirmative]. 7 Q Okay. 8 (O'Brien) Yes. That has familiarity and 9 experience with both the billing systems. 10 more specifically, the LPB system, as I 11 mentioned, given some of its age, and the 12 mainframe database that it relates to, I think it requires maybe some more customized skills from 13 14 an implementation perspective. 15 Okav. Thank you. At this point, I'll turn to Q 16 Mr. Below and Ms. Noonan. 17 What process did you go through to evaluate the \$1.9 million estimate? And I'll 18 19 start with that. And either or both can answer. 20 (Noonan) So, I think it's challenging for the 21 Department to evaluate the work that Eversource 22 needs to have done on its system. So, we 23 reviewed the estimates that were provided by the 24 Company, talked about, similar to your questions,

about "Why not an RFP? Why a sole-source? Why did it make sense to have this particular vendor do the work?" And were there -- impressed on the Company to explore ways to perhaps reduce those costs.

(Below) And, likewise, we reviewed all the information that was available, some of which was shared under an NDA, because it had a lot more detail about the IT proposal. And I think there were — there were both questions and discovery, and in settlement discussions, where Eversource brought additional staff to bear, that could explain in greater detail why it costs so much, essentially.

And, I think, in the end, we thought that it was, I guess, reasonable as -- you'd have to conclude that what they were proposing to do was reasonable, if, seemingly somewhat expensive, due to the fact that it is -- they are older systems.

But it also became apparent that the timeframe in which a new upgraded system might, you know, be in place is still not defined. It's somewhere out in the future for Eversource. But

1 I think our consideration is it wasn't worth the 2 wait for a newer system. And, in fact, the type 3 of newer system was -- that they have talked 4 about is SAP, which is what Liberty has. And it 5 turns out, Liberty, to modify that system, you 6 know, had a significant cost, albeit 7 significantly less than these costs. But, I think, in the end, we just 8 9 concluded that this was -- appeared to be the 10 best path forward. 11 Q And, certainly, that they were necessary costs --12 (Below) Yes. 13 -- to implement the Purchase of Receivables 14 Program? Α (Below) Yes. They did look -- our evaluation was 15 16 that they were necessary costs to implement POR. 17 And, Director Noonan, do you agree with that? 18 (Noonan) Yes. In looking at the work that was 19 needed to be done, it did appear to us that it 20 was necessary in order to implement the Purchase 21 of Receivables Program. 22 Q Okay. Thank you. 23 Α (Below) I might add that, in looking at that, 24 those costs are amortized over five years,

1 considering the existing amount of load and 2 potential growth in load that would be using 3 consolidated billing, it still, you know, it 4 works out to be a reasonable number, relative to 5 the amount of load that could be served by POR. 6 And it's entirely acceptable to us, and our 7 vendor partners, Calpine Energy Solutions, that we also reviewed it all with them. And it still 8 appears to be a significantly lower discount rate 9 10 than exists in other -- some other jurisdictions. 11 Turning back to the Settlement Agreement, at Q 12 Bates Page 003, the Section C. Mr. O'Brien, 13 initially, did the Company propose to do two different customer classifications? 14 (O'Brien) We did not. Originally, the Company 15 Α 16 had proposed one discount rate factor. And, 17 through discovery and settlement, and discussions 18 with the other utilities as well, we determined 19 we had the ability and were willing to separate 20 that into both a Residential and non-Residential 21 Customer classification. 22 Q Okay. I don't think I have any follow-up 23 questions on the mechanics of discovering that 24 the Company had that ability.

But, Mr. Below and Director Noonan, do
you -- were you comfortable with the process that
Eversource was able to use to separate the
customer classifications?

A (Noonan) As part of the Department's technical statement, that was our recommendation. That the Program, as proposed, be approved, provided there were two distinct discount percentage rates, one for Residential/one for non-Residential.

And, as Mr. O'Brien alluded to during conversations with the Department, CPCNH, NRG, and the other utilities, we all came to a way that everyone was comfortable with to determine those two different discount percentage rates from the start of the Program, rather than after the first year, when data could have been collected.

- A (Below) And I concur with those comments.
- On the same Bates page, Bates Page 003, turning to Section D. I don't think I'm going out on a limb to say that several technical sessions were held between the three electric distribution utilities, with the intent to have a common application of the Purchase of Receivables

| 1 | | Programs, and common terms and conditions. And |
|-----|---|---|
| 2 | | my understanding is that the other two electric |
| 3 | | distribution utilities conformed how they were |
| 4 | | going to calculate payment dates to how |
| 5 | | Eversource initially proposed, is that generally |
| 6 | | correct? |
| 7 | А | (O'Brien) I believe so. I think the to your |
| 8 | | point, there was multiple discussions, including |
| 9 | | the utilities, so the proposals could be as |
| LO | | uniform as possible. Obviously, bearing in mind |
| L1 | | there are differences amongst the utilities that |
| L 2 | | don't make that entirely possible to have an |
| L 3 | | entirely uniform approach. |
| L 4 | | But, yes, I agree with the statement |
| L 5 | | you made. |
| L 6 | Q | Is there any additional detail you can give on |
| L 7 | | Eversource's methodology in calculating, figuring |
| L 8 | | out when payment dates are going to occur, and |
| L 9 | | just the methodology for the proposal? |
| 20 | А | (O'Brien) Sure. So, the Company each year, in |
| 21 | | the Energy Service docket, will complete a |
| 22 | | calculation, which calculates the total average |
| 23 | | revenue or payment lag. And that calculation was |
| 2.4 | | what the Company intended to use as a baseline to |

1 develop that calculation, to establish the 2 payment terms for each, the initial term, and 3 then the years going forward, it would be 4 consistently updated on an annual basis to 5 reestablish that payment period in each new 6 docket that's filed to operate the POR Program. 7 So, understanding the mechanics of this, when you Q 8 file to update the Purchase of Receivables 9 Program, you're going to reference the most 10 recent Energy Service docket? 11 (O'Brien) We could include it in there. It will be similar related documentation, in terms of the 12 constructs of the calculation. But that was the 13 14 underlying baseline that the Company was planning to use to calculate that period to establish the 15 16 payment terms for the operation of the Program. 17 Q Okay. Thank you. And my understanding is 18 that -- when is the filing of the Purchase of 19 Receivables update made each year? 20 (O'Brien) So, I believe, for the initial period, Α 21 our plan was to have it implemented May 1st, as I 22 mentioned, if the billing systems' modifications 23 are prepared and we accommodate that date. 24 not, there may be some delay to just make sure

1 that the billing systems are ready. Going forward, I believe that date was 2 3 March 1st, to have that all submitted, for a 4 May 1st implementation date each year. 5 Thank you. And would that be a stand-alone 6 filing or will it be made in conjunction with any 7 other filings? 8 (O'Brien) I believe that will be a stand-alone 9 filing. But I'm not sure if that was 10 individually discussed. But I think it would be 11 planned that it would be its own individual 12 filing to update the POR Program each year. 13 Okay. Thank you. Okay. Turning to future Q 14 processes in this docket, I understand, essentially, that the Parties' recommendation in 15 the Settlement calls for the docket to continue 16 17 to consider tariff changes and 18 changes/modifications to the supplier agreements. 19 I believe I heard you say that, in your 20 testimony earlier, that that would be in this 21 docket. Is that consistent with your 22 understanding? 23 Α (O'Brien) Yes. That was the Company's plan, to 24 move it forward in this docket.

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

- And, between a consolidated docket between all electric distribution utilities and continuing in an individual docket, does the Company have a preference? (O'Brien) The Company's plan was to continue this in the individual docket that this Settlement Agreement has been proposed in. And the reason for separating the two was to really ensure that, upon an approval of the Settlement, that the Company could start its process to upgrade the billing systems. As mentioned in the Settlement, and I believe I mentioned in the opening, it's approximately an eight-month implementation period. So, the purpose of separating those two was to ensure the Company could begin upgrading the billing systems to prepare them for implementation. And that secondary phase of this docket would be started upon approval of the Settlement, and expected to, obviously, be completed before the implementation date of the Purchase of Receivable Program. Q Okay. Thank you. And does the Company have an
- Q Okay. Thank you. And does the Company have an opinion whether the second phase of the docket would need to be noticed separately or receive

some kind of supplemental notice?

- A (O'Brien) I believe the Company's position was that that would be included again within this individual docket and not noticed separately.
- Q Okay. Mr. Below, would you care to address those last two questions?
- A (Below) Sure. On Page 5 of the Settlement

 Agreement, the Parties agreed that the terms and

 conditions and the supplier agreement required to

 be amended in order to implement the POR Program,

 including how the tariff and supplier agreement

 apply to CPAs, shall be the subject of a

 subsequent phase of this proceeding.

So, I believe that, in this particular Settlement, we all agreed that it should be a subsequent phase to this proceeding, rather than a consolidated proceeding, which was a little different than what we were discussing yesterday.

Upon further reflection to my comments yesterday, I think that, because we specifically agreed to pursue it in this proceeding, as opposed to a noticed new proceeding, I think it makes sense to proceed on that basis in all three cases.

Although, I think there is a desire on the part of both CEPSs, CEPSs serving CPAs, and CPAs, as well as probably the utilities, to try to make these changes to the supplier agreement and terms and conditions as consistent as is reasonably possible, recognizing that there are some inherent differences in the tariffs that would be not be uniform across the three, in terms of how they applied the POR Program and how they would apply to CPAs. So, with a longer timeframe in this case, you know, I think it makes sense to allow this to occur in this proceeding.

We do believe that it would be advisable to do a new notice, and that the notice be somewhat broad, as we discussed yesterday, to address both how POR gets incorporated into the tariff/supplier agreement, and how the tariff and supplier agreement apply to CPAs, and which would include CEPSs when they're serving the CPAs.

Because, as you know, there are significantly different provisions in the 2000 rules versus the 2200 rules. And the current terms and conditions and supplier agreements only reflect the 2000

rules.

So, in order to be efficient with our time, since we need to address, you know, more broadly how the tariff and supplier agreement apply to CPAs, but don't want to open it up for a review of all the terms and conditions and supplier terms that other Competitive Electric Power Suppliers, CEPSs, might be interested in other changes, to not have it that broad, to limit it to those two areas: How to incorporate the POR Program and how this incorporate CPAs.

In all three utility proposals, where we started discussing how to change these, it's -- all of them presumptively addressed all the issues of how CPAs or CEPSs supplying -- when they serve CPAs, how the rules apply -- not the rules, but how the tariff and supplier agreements apply to them.

So, in order to avoid a potential challenge by other parties that there wasn't proper notice, I believe that that would be the most advisable path. If there's a way to, you know, if we get bogged down, there may be a way to do this where it's just focusing on

1 implementing POR, so it doesn't hold that up. 2 But, if we can achieve a more universal 3 resolution of these issues, so much the better. 4 And we think it's worth trying to make that 5 effort in this subsequent phase, so that we sort 6 of resolve all the implications that are 7 triggered when you try to bring CPAs into those 8 two documents. 9 Q Okay. Thank you. Director Noonan, do you have 10 anything to add? 11 (Noonan) Well, so, I would defer to Attorney 12 Ladwig as to the legal need for a supplemental 13 notice. But I would echo the comments that, to 14 the extent that there is a supplemental notice, that it be narrowly focused on the changes that 15 16 need to be made to implement a Purchase of 17 Receivables Program for Competitive Electric 18 Power Suppliers and Community Power Aggregators, 19 and to address the unique circumstances around 20 Community Power Aggregation within the tariffs 21 and the Trading Partner Agreements. 22 Q Thank you. Briefly turning back to costs and the 23 \$1.9 million estimate. I think we've clearly 24 established that that's an estimate. So, a

question to all three witnesses.

Α

Will the Parties and the Commission have an opportunity to review those costs as they are actually implemented?

(O'Brien) I believe the Company, in order to implement the actual Purchase of Receivables

Program, will update our calculation that we discussed, going through each of the individual components. And we'll use for the discount rate at the top the most recent completed fiscal year, and included in there will be the final costs and revenue requirement calculation to be applied going forward.

(Below) And I think that, ideally, when we've come to agreement on the terms and conditions and supplier agreement, that that would need to come back to the Commission for approval. And that would be an appropriate time, if the time allows, to also establish the first discount rate, although that might occur, you know, possibly later, because the cost, you know, the development of the software may not be completed by the time we resolve those documents.

But I do think, in any case, the

| 1 | | initial discount rate would need to be approved |
|----|---|---|
| 2 | | by the Commission. And it would and whether |
| 3 | | that's done in conjunction with approving the |
| 4 | | supplier agreement and tariff changes, or occur |
| 5 | | subsequent to that, when the costs are pretty |
| 6 | | well known, and the Program is ready, from a |
| 7 | | technical point of view, to be implemented, that |
| 8 | | there should be a filing. And, if there's |
| 9 | | questions about prudency of costs, that's where |
| 10 | | they could be addressed. |
| 11 | А | (Noonan) Yes. I would agree with Mr. Below's |
| 12 | | comment, that the initial filing for the Discount |
| 13 | | Percentage Rate would provide the Commission and |
| 14 | | the Parties an opportunity to review the costs to |
| 15 | | update the two systems, and whether those are |
| 16 | | reasonable and prudently incurred. |
| 17 | | HEARINGS EXAMINER WIND: Thank you. |
| 18 | | Okay. I believe that is all the |
| 19 | | questions I have for the witness panel. |
| 20 | | Is there any follow-up from any of the |
| 21 | | parties? |
| 22 | | [Atty. Ladwig indicating in the |
| 23 | | negative.] |
| 24 | | MR. WIESNER: I do have a few questions |

1 on redirect, clarifying questions for Mr. 2 O'Brien. And I think this may be helpful to the Examiner's review of the record. 3 4 REDIRECT EXAMINATION 5 BY MR. WIESNER: 6 I want to look at Exhibit 4. And this is the 7 Coalition's testimony. And it includes as 8 attachments copies of a number of discovery 9 responses that were provided to the Company. Do 10 you have that, Mr. O'Brien. 11 (O'Brien) Yes, I do. Α So, Exhibit 4, I'm looking at Bates Page 013. 12 And this is a question that was directed to the 13 14 Company regarding "the sole-source nature" of the 15 contract with the Company's consultant, TCS. 16 there's an explanation there of the reasons why 17 that company is engaged to work on the system 18 modifications. Is that -- am I characterizing 19 that correctly? 20 (O'Brien) Yes. Α 21 So, that may be helpful to the Examiner to review Q 22 that as well. If I jump ahead to Bates Page 016, 23 again, this is another discovery response 24 provided by the Company, in response to a

```
1
         question of the Department. There is a table
 2
         which summarizes the various elements of the
 3
         approximately $1.9 million cost estimate, is that
 4
         correct?
 5
         (O'Brien) Yes.
 6
         Okay. Thank you. And just, you know, we just
 7
         covered this, but I do want to ask you, is it
 8
         your understanding that the total actual costs
         incurred by the Company to modify the two billing
 9
10
         systems are expected to be included in the filing
11
         that will be made by March 1st of next year, and
12
         that will be subject to a prudency review by the
         Commission prior to inclusion in the DPR
13
14
         calculation, is that fair to say?
15
    Α
         (O'Brien) Yes.
16
                   MR. WIESNER: Thank you. No further
17
         questions.
18
                   HEARINGS EXAMINER WIND: Okay.
                                                    The
19
         other parties, any follow-up?
20
                    [No verbal response.]
21
                   HEARINGS EXAMINER WIND: Okay. All
22
         right.
                 The witness panel is released. Thank you
23
         for your testimony today.
24
                   At this time, absent any objection, I
```

will strike identification on the five exhibits and admit them as exhibits, noting that the Exhibit Number 3 was not sworn to, but is documentary in nature.

2.

1.3

2.2

So, at this time, I would like to hear closing statements, starting with the NRG Retail Companies.

MS. MIRANDA: Thank you.

The NRG Retail Companies do support the Settlement, and believe it is just and reasonable and in the public interest for the Commission to adopt the Settlement Agreement as proposed by the Parties. And, in particular, the NRG Retail Companies support the application of the POR Program to all CEPSs, not just to CPAs, as being in the public good, for all the reasons set forth in the NRG Retail Companies' written comments.

In addition, our understanding from the utilities is that, if the Program is only applied to CPAs, in order to offer consolidated billing as an option to non-CPA CEPS, the Company would have to actually maintain two separate systems, increasing the cost of the project, and that cost be borne largely -- actually, exclusively by CPAs

as a result, because CEPSs would not be able to take advantage of the POR Program.

2.

1.3

1 4

2.1

2.2

The alternative to that is to only permit CEPSs to do dual billing, but that will have a negative impact on the competitive market, because most small customers, including almost every residential customer, does not want two bills. So, for that reason, it is in the public good for the Program to be extended to all CEPSs.

We are -- support continuing the individual proceeding for Phase II, with a limited notice that is discrete, as described in the Settlement Agreement, and does not open up all the issues, every issue that could be considered in the terms and conditions and the supplier services agreement.

Thank you.

HEARINGS EXAMINER WIND: Thank you. Community Power Coalition.

MR. BELOW: Thank you. The Coalition concurs with the remarks of Attorney Miranda.

And support the Settlement Agreement as for the public good, and believes it conforms fully with the statutory requirements of RSA 53-E:9.

1 HEARINGS EXAMINER WIND: Thank you. 2. The Department of Energy. 3 MS. LADWIG: The Department also 4 concurs with the remarks made by NRG and the 5 Community Power Coalition, and ask that the 6 Commission approve the Settlement. It was, as 7 the Parties testified to today, the product of negotiations, where we examined different parts 8 of the statute and the requirements of RSA 9 10 53-E:9, to make sure that we came up with a plan 11 that complied with the statute, and, for the 12 reasons described by NRG, was also in the public 1.3 good. 14 And, because we believe that is in the 15 public good, and it complies with the terms of 16 the statute, we would ask that the Commission 17 approve the Settlement. 18 HEARINGS EXAMINER WIND: 19 Eversource. 20 MR. WIESNER: Thank you, Mr. Hearings 2.1 Examiner. 2.2 I first want to address the question of 23 the supplemental notice. I was reluctant to ask

Mr. O'Brien about this, it seems more of a legal

24

matter than a factual matter.

1

2.

3

4

5

6

7

8

9

10

11

12

1.3

1 4

15

16

17

18

19

20

2.1

2.2

23

24

So, I think we are not opposed to the issuance of a supplemental order of notice or equivalent that would launch Phase II of this proceeding. I think I agree very strongly with Director Noonan and Attorney Miranda that the language of that supplemental notice should hue very closely, if not verbatim, to the language that appears in Paragraph H, on Bates 005 of the Settlement Agreement. It's important to limit the scope of this Phase II to POR implementation, including how that must be done for CPAs, as well as CEPSs. In part, because we have a limited period of time in which to finalize the language of the tariff and contracts, so we are not delayed in implementation of POR next year. I did want to make that point.

And I also want to say that the Company appreciates the cooperation and good-faith efforts of the Parties to develop Settlement terms that will enable the Company to implement a POR Program next year.

As noted by Mr. O'Brien in his testimony, the Settlement sets forth the key

parameters for a POR implementation, while
leaving certain details, regarding new tariff and
contract language, to be resolved during the
second phase. The new tariff language and
revised supplier contract form must be in effect
prior to implementation of the POR Program,
planned for May 1st, however, subject to
potential extension if the implementation is
unavoidably delayed.

2.

1.3

2.1

2.2

As Mr. O'Brien noted, we are estimating an eight-month lead time; that is tight. We will use our very best efforts to achieve a May 1st implementation date. But it is possible that that may need to be deferred.

Under Eversource's POR Program, as

described in the Settlement, both competitive

suppliers and community power aggregators serving

as load-serving entities using consolidated

billing will be obligated to sell their

receivables to the Company, subject to the

Discount Percentage Rate, currently estimated to

be around one percent or less.

There will be two different discount percentage levels for both Residential and

non-Residential Customer classifications, with the percentage rates determined based on net write-offs and other factors for each separate customer clarification. The supplier's existing receivables will be purchased by the Company shortly after Program implementation, at the applicable Discount Percentage Rates.

2.

1.3

1 4

2.1

2.2

In addition, as noted by Mr. O'Brien, the incremental capital costs related to necessary billing system upgrades and modifications will be tracked and allocated based on cost causation principles. Currently estimated to total \$1.9 million, subject to a full revenue requirements calculation.

And, as noted as well by Mr. O'Brien, we have agreed that the revenue requirement attributable to upgrade costs for the Company's Large Power Billing system will be fully allocated to the non-residential customer class, while the portion of the revenue requirement related to C2 will be allocated based on supplier kilowatt-hour billings to each of the two customer classifications.

And, as noted as well, the Company has

agreed to a five-year amortization period, as opposed to the three-year period that was initially proposed in testimony.

2.

1.3

1 4

2.1

2.2

We currently estimate that there will be no incremental administrative costs related to POR Program operation. But any such potential costs will be tracked, and the Administrative Cost Percentage component of the DPR calculation as proposed by the Company effectively serves as a placeholder, if any such incremental costs are identified in the future for inclusion in the DPR calculation.

The actual costs and write-offs will be trued up against forecasted values through an annual reconciliation mechanism, the Past Period Reconciliation Percentage that will be incorporated into the next year's DPR calculation. That reconciliation process will be similar to that used by the Company in connection with other annual reconciling rate mechanisms, and is designed to track changes in net write-offs, supplier billings, and cost recovery, with the goal of reflecting changes in Residential and non-Residential accounts, while

ensuring that the Company is able to recover all of its POR Program implementation costs over the first five years of the Program.

2.

1.3

2.1

2.2

It's important to note, from our perspective, that the POR Program is intended to be self-contained. No incremental costs should be assessed directly to Eversource customers on their bills, with the DPR calculations and annual reconciliations acting as the utility cost recovery mechanism, and none of the POR-related costs included in the Company's rate base. That design, we believe, is consistent with the statute under which a utility's participation in the POR Program must not require either the utility or any non-participating customers to incur costs arising from the Program.

Eversource's proposed POR Program, as provided for in our original filing, and as revised and refined through the agreed-upon Settlement terms, will meet the requirements of RSA 53-E:9 and the Commission Rule Section 2205.16(e), and it is otherwise just and reasonable and in the public good.

Accordingly, the Company

respectfully requests that the Commission approve the Settlement Agreement as filed, including the provision that relate to tariff and contract language amendments be considered and resolved during the second phase, that should begin within 30 days following Settlement approval.

And I'll just emphasize that, in order for the Company to begin work on the necessary system upgrades and modifications, with, again, an estimated eight-month lead time, we would ask that the Commission issue an order approving the Settlement Agreement at the earliest possible time, by October 1st, if that's possible.

Thank you.

2.

1.3

2.1

2.2

HEARINGS EXAMINER WIND: Okay. Thank you.

For process going forward, once I close this hearing, the next step will be for me to submit a -- or, to file a report and proposed order with the Commission. And, then, the procedural order, dated September 1, allows the Parties an opportunity to comment on that report

and proposed order, file exceptions, if need be.

And, then, I believe, it also contemplates
replies to those replies.

2.

1.3

2.1

2.2

I just want to point out that, if the Parties want to expedite the process, and choose to explicitly waive any right to file any comments or exceptions, they could do so in writing, and that may provide the opportunity for the order to be issued by the Commission more quickly, if there are no issues with the report and proposed order.

Are there any question about the process going forward?

MR. WIESNER: Mr. Examiner, did the procedural order specify the timelines for comments and replies?

HEARINGS EXAMINER WIND: Yes. Thank

you. It provided within ten days of the

Examiner's report and proposed order would be the

due date for comments or exceptions. And, then,

if, and although sur-replies or further comments

are not anticipated, if a party wanted to reserve

their right to file those, a notice would have to

be filed within two days.

1 So, I think that, in my cover letter, 2. with the report and proposed order, I will give 3 dates certain for those events. But, 4 notwithstanding the fact that there is a deadline 5 to preserve a right to file further comments 6 after initial comments are filed, I think that, 7 even before we get to that point, if the Parties 8 are in agreement with the report and proposed order, they can file something that indicated 9 10 that they would not be filing any initial 11 comments or exceptions. I thank you for that 12 MR. WIESNER: 1.3 clarification. I am hopeful that we will have 1 4 few, if any, comments. And I expect that we will 15 confer with the other parties and may submit a 16 written statement that basically overrides that 17 timeline and encourages the Commission to decide

HEARINGS EXAMINER WIND: Understood. Thank you. All right. Is there anything else today?

[No verbal response.]

as soon as possible.

18

19

20

2.1

2.2

23

24

HEARINGS EXAMINER WIND: All right. I thank everybody for their time here today, and

| 1 | their work on this docket. Have a great day. |
|----|--|
| 2 | (Whereupon the hearing was adjourned |
| 3 | at 10:09 a.m.) |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | |
| 11 | |
| 12 | |
| 13 | |
| 14 | |
| 15 | |
| 16 | |
| 17 | |
| 18 | |
| 19 | |
| 20 | |
| 21 | |
| 22 | |
| 23 | |
| 24 | |