

# Waterville Valley Community Power Exhibit I

## Historical Overview

### 1. Creation of Community Power Committee

The Waterville Valley Renewable Energy Committee began to explore Community Power for the Town of Waterville Valley in 2021, holding regular public meetings and outreach events to raise awareness about Community Power. They continued their work until an official Community Power Committee was commissioned by the Selectboard on September 14th, 2022.

Below is a screenshot of the minutes from the Select Board meeting on September 14, 2022 commissioning the Waterville Valley Community Power Committee. Full minutes are here:



[https://www.watervillevalley.org/sites/g/files/vyhlif1401/f/minutes/bos\\_9.14.22\\_reg\\_mtg\\_-\\_final.pdf](https://www.watervillevalley.org/sites/g/files/vyhlif1401/f/minutes/bos_9.14.22_reg_mtg_-_final.pdf)

#### b) Renewable Energy Committee Discussion

##### • Appointment of Community Power Committee

Kim Rawson addressed the Board about creating a Community Power Committee (CPC) using the members from the Renewable Energy Committee (REC). In addition, Kim explained the need to draft a Community Power Plan to establish a Community Power Program. The Board agreed to dissolve the REC and establish the CPC.

Rich Rita motions to dissolve the Renewable Energy Program and establish the Community Power Committee with the following members: Kimberly Rawson, Linda Coleman, Terry Roper, Irit Levy, Kelly Cannon, Alan Berko, David McCabe, and Tom Prendergast. Bob Fries: 2nds. A unanimous voice vote carried the Motion.

### 2. Creation of a Draft Plan with public input

The Select Board signed a Memorandum of Understanding (MOU) with Standard Power and Good Energy to assist the Renewable Energy Committee and the Community Power Committee develop a Community Power Plan with public input. The team provided initial materials, and the Renewable Energy Committee created and shared informational materials for use at several public meetings including high visibility at two community events, the Family Carnival at Packard's Field July 4th weekend and the Fall Foliage Festival Oct 8th weekend.



The survey was shared on the Town's website and Facebook page <https://www.facebook.com/WV.Town.NH/>, and other pages including the local publication the Wigwag <https://www.facebook.com/wwigwag>, and local community groups: <https://www.facebook.com/groups/688576145220516> and Waterville Valley News and Views: <https://www.facebook.com/groups/439796816715697>.

### **Draft Plan: Public Hearings & Comments**

An initial draft plan was prepared by the consulting team and shared with the Committee on August 24th, 2022, and an updated draft shared on December 19th. The Plan was released for public review on January 4th 2023.

- January 12th - 6PM Zoom and in person public hearing on the Community Power Plan and warrant article.
- January 25th - 6PM Zoom and in person public hearing #2 on the Community Power Plan and warrant article.
- The postings for all of these hearings and approvals will be physical notices at the Post Office and Town Hall and posting on the Town Website/calendar and linked to social media sites.

### **3. Approval of Plan by Community Power Committee**

Committee approved the Plan at their regular meeting on January 26<sup>th</sup>, 2023 following a final review of all public input and comments.

### **4. Adoption of Plan by Select Board and Town Meeting**

The Plan was adopted and moved to the town ballot by a 3-0 vote of the Select Board on January 10<sup>th</sup>, 2023. Community Power is Warrant Article 32. Town Meeting is March 14<sup>th</sup>, 2023, and if not all business is concluded the first evening, a second evening may be added on March 15<sup>th</sup>, 2023, in which case the vote for Article 32 will likely be delayed to March 15<sup>th</sup>.

### **5. Submission of Final Plan to Public Utilities Commission**

The Plan was submitted to the PUC in March 2023.

## **Waterville Valley Community Power Exhibit II Education & Outreach Plan**

### **1. Initial Outreach and Education**

This Exhibit refers to outreach following the selection of a Competitive Supplier and prior to Program implementation.

The initial outreach and education will provide a description of the Program for retail electric customers and will be conducted via traditional print and TV channels, social media, the dedicated Community Power Program page on the Town's website, public presentations and personal communications to inform retail electric customers about the Program and will include a toll-free number. This effort will provide specific information about the Program and increase public awareness of the goals of the Program and the upcoming opt-out notification process.

#### **1.1 Media Outreach**

Prior to the launch of the Program, the Town will initiate media outreach that may include the use of newspapers and social media to provide greater public education and to describe the Program, the opt-out process, the informational Program page, and the toll-free telephone number. Outreach may also include public service announcements (PSAs), scheduling interviews of Program spokespersons with local media outlets and securing a positive media presence.

A news release may be distributed to help achieve the aforementioned goals. Follow-up news releases may be used to update the media on the status of the progress of the Program.

#### **1.2 Notices and Public Postings**

Brochures/flyers will be distributed in Town offices describing the Program, the opt-out process and the toll-free telephone number in order to further reinforce the Program's details. Brochures/flyers may be placed in key gathering areas or buildings (e.g. library, post office, etc.) which will create the necessary repetition of messages required to motivate customer action and build awareness and understanding.

#### **1.3 Customer Service**

The Program will maintain a toll-free telephone number to address retail electric customers' questions regarding the Program, deregulation, the opt-out process, price information and other issues that may arise.

#### **1.4 Community Power Program page on the Town's website**

A dedicated Community Power Program page on the Town's website will be maintained by the Program to provide and coordinate customer communications and services. All information regarding the Program will be posted on the Program page including the toll-free number, forms for enrollment, opt-up and opt-out, and links to the websites of the distribution utility, the New Hampshire Public Utilities Commission, the Competitive Supplier, and the Consultant for related information and services.

#### **1.5 Public Presentations**

Presentations will be provided as needed to municipal officials and to interested community

groups.

### **1.6 Outreach to Persons with Limited English Proficiency or Disabilities**

The Program will be consistent with Town policies to provide access to Program materials for all Eligible Customers. Materials will be provided in English, and translation of materials will be provided as such needs are identified to reach communities with limited English proficiency. The Program will also work with local organizations on accessibility issues as needed, see **Section 4.D** below.

## **2. Customer Notification Letter**

The Customer Notification Letters will be sent via standard mail to the billing address of each retail electric customer per **Section IV.b.ii** of the Plan. The Program will have two versions of this letter, one for Eligible Customers and one for other customers. The notification envelopes and letters will be official Town communications but may be mailed by the Competitive Supplier. The Competitive Supplier shall bear all expenses regarding the Customer Notification Letters.

### **2.1 Customer Notification Letter for Eligible Customers**

Per **Section III.b** of the Plan, all retail electric customers receiving Default Service supply will be eligible for automatic enrollment in the Program (“Eligible Customers”). The notification envelope will be designed to appear as an official Town communication, and it will be clearly marked as containing time sensitive information related to the Program. The notification will contain a letter describing the Program.

The letter will inform Eligible Customers:

- a) about the Program and provide information regarding participation and participants responsibilities and rights
- b) that they have the right to opt-out of the Program without penalty
- c) of all charges, prominently stated, with a comparison of price and primary terms of the Competitive Supplier and the current Default Service offering
- d) that any savings under the Program compared to Default Service cannot be guaranteed because the Default Service rate is subject to changes
- e) about the opt-out process; and
- f) in languages other than English for appropriate customer groups (i.e. toll-free telephone number).

The letter will also contain an opt-out reply card with a simple check off and signature line for eligible customers who do not wish to participate. The envelope will be pre-stamped for return of the opt-out reply card in order to protect customer privacy.

Eligible customers will have 33 days from the date of the mailing to mail back the opt-out card in a pre-addressed postage-paid envelope and the customer notification shall identify the specific date by which the envelopes containing the opt-out card must be postmarked. Automatic enrollment of customers will not start until three days after the date specified for the postmark of the return envelopes to allow for receipt of the opt-out cards prior to the start of automatic enrollments. New Eligible Customers will be enrolled in the Program in accordance with applicable Local Distributor Company rules. Upon initiation of service, these new Eligible Customers will receive the same customer information as all other Eligible Customers.

## **2.2. Customer Notification Letter for Other Customers**

The Customer Notification Letter for other customers will, at a minimum, contain a description of the aggregation program, the implications to the Town, and instructions for how to enroll in any of the Program products if desired.

## **3. Opt-Out Period Education & Outreach**

After the Customer Notification Letters have been sent, Town will continue its education and outreach to afford residents and businesses the opportunity to learn more and find answers to key questions relating to their decision to opt out or enroll in one of the optional products of the Program. This process will include, at a minimum, a public information meeting within 15 days of the mailing of the Customer Notification Letter. It will also include a similar range of outreach activities as enumerated in **Section 1.1 to 1.6**.

## **4. Timeline and Preliminary Marketing Plan for Launch**

The timeline and preliminary marketing plan identifies the steps the Town may take to inform the community about the Program, as described in Sections 1 through 3. The schedule is designed to work towards the estimated date when the Customer Notification Letter is scheduled to arrive in customer mailboxes. The dates may be adjusted to ensure compliance with the minimum written notification timelines for the date of commencement of service to the Public Utilities Commission, the Office of Consumer Advocate, and the Department of Energy per Puc 2205.16.

The costs and implementation of the Education and Outreach Plan will be handled by the Community Power Consultant, under the direction of the Town.

<b>Proposed Timeline</b>		
Action	Days before*	Days after*
A. Update Program page and shopping comparison websites	15	Ongoing
B. Work with local media resources	15	30
C. Active social media outreach	15	30
D. Presentations	15	30
E. Distribute marketing materials	15	30
F. Customer help line	15	Ongoing
G. Mail postcard to all Eligible Customers	5	-
H. Customer Notification Letter arrives	0	0
*From estimated date Customer Notification Letter arrives in customer mailboxes		

**A. Update Program page and shopping comparison website update**

Timeframe: A dedicated Community Power Program page on the Town's website will be maintained by the Program to provide all customer communications and services starting on or before 15 days before the estimated date that the Customer Notification Letter arrives in customer mailboxes.

The Program page will be maintained on the Town's website with content provided by the Consultant. After executing an Electric Services Agreement, the Program will update the Program page with a description of the Program and its products, the implications to the Town, and the rights and responsibilities that the participants will have under the Program.

The shopping comparison website is maintained by the Department of Energy to enable consumers to shop for electricity supply products. The Program will post its product information for residential and small commercial customers on the shopping comparison website. Such information will be posted on the website in advance of mailing the Customer Notification Letters.

**B. Work with local media resources**

Timeframe: 15 days before to 30 days after the estimated date that the Customer Notification Letter arrives.

Area Newspapers

The Town will work with area print and online newspapers to disseminate accurate and timely information about the Program. As part of this targeted outreach to these papers, the Town may seek a meeting with the editorial board to establish a good foundation for continued dialogue over the course of the contract. Other newspaper outlets may include other local publications.

Local Public Access Television

The Town may record interviews about the Program and PSAs for upcoming meetings and local broadcast, as available.

Other Television and Radio Stations

Develop press releases to send to other TV stations and radio stations.

Municipal Staff Interviews

Develop Q&A Scripts and prepare municipal staff or volunteers for interviews.

**C. Active social media outreach**

Timeframe: 15 days before to 30 days after the estimated date that the Customer Notification Letter arrives.

Boost traditional media coverage on social media platforms, with the goal of driving traffic to the dedicated Program page of the Town's website.

In concert with the communication leads of the Town, develop a campaign of planned social media timed to coincide with important milestones in order to keep ratepayers informed, particularly those that may not interact with traditional media on a regular basis. Draft content and graphics to accompany the posts, to be made by Town staff.

Monitor various channels such as Facebook for relevant conversations and questions about the Program. Draft responses to comments and questions and utilize social media as a critical tool in engaging with members of the community.

Identify key social media influencers in the Town, including lawmakers, advocates, and reporters. Develop a spreadsheet of the email addresses and reach out to them to keep them informed about the Program.

#### **D. Public Presentation**

Timeframe: 15 days before to 30 days after the estimated date that the Customer Notification Letter arrives. This will include, as required in RSA 53:E-7, a public information meeting within 15 days of the mailing of the Customer Notification Letter.

##### Local Groups

Connect with local groups and associations to see if representatives of the Town can participate in an upcoming meeting or offer to host a dedicated event. Seek their assistance in identifying how to best connect with customers with limited-English capabilities or disabilities that may prevent them from accessing Program information.

- Example groups include neighborhood associations, social service agencies, Business Focus Groups, Rotary, Kiwanis, Lions, Chamber of Commerce.

Reaching the business community is also important. Presenting to the Chamber of Commerce can start this dialogue and lead to additional outreach to and connection with businesses.

##### Select Board Meetings

Present or provide materials for the Select Board meetings and any constituent meeting they may have.

#### **E. Distribute Marketing Materials**

Timeframe: 15 days before to 30 days after the estimated date that the customer Notification Letter arrives.

Many groups may have a natural interest in promoting awareness about the Program and can be provided with electronic and hard-copy materials with reference information for the Program.

Distribute materials to key locations such as Municipal Offices and Public Libraries.

#### **F. Customer Help Line**

Timeframe: 15 days before the estimated date that the Customer Notification Letter arrives and ongoing thereafter.

Establish customer helplines with the Competitive Supplier and Community Power Consultant to answer customer inquiries.

#### **G. Mail postcard to Eligible Customers**

Timeframe: 5 days before the estimated date that the Customer Notification Letter arrives.

Post Card

Send out to Eligible Customers prior to the Customer Notification Letter. Establishes that there is a community-sponsored Program and increases the likelihood that recipient engages with the more detailed Customer Notification Letter.

**H. Customer Notification Letters Arrive**

Sent to all retail electricity customers. See **Section 2** above for details.

**5. Ongoing Outreach and Education**

The Town intends to continue outreach and education for customers after enrollment in the Program. The costs and implementation will be handled by the Community Power Consultant, under the direction of the Town. These efforts will include:

- **Program impact:** Key metrics relating to cost performance, renewable energy purchases and Program enrollment. Particularly as the Program accomplishments relate to progress towards the Town's ambitious short- and long- term goals for renewable energy and greenhouse gas emission reduction. This will also include the Energy Source Disclosure labels for the electricity supply.
- **Opt up campaigns:** On-going campaigns to recruit participation into its optional product(s) that contain more renewable energy than required by law ("Opt up campaigns"). Increasing participation in these products will serve the Town's goals to expand new renewable energy and reduce greenhouse gas emissions.
- **Customer awareness:** Rights and procedures for Program participants; contact information for customer inquiries, responses to frequently asked questions, and details regarding the Program's electric supply and renewable attributes.
- **Public input:** As the Program considers changes to further its progress toward a 100% renewable future and other goals, Town will manage outreach to solicit input and feedback from the community.
- **Program changes and evolution:** Any changes in offerings and prices will be posted on the Community Power Program page on the Town's website.

The Program will utilize similar mediums for on-going education and outreach as for the initial launch education and outreach, including but not limited to: social media, traditional media, in-person meetings and presentations, outreach to local groups, video, and mail. Translation of all materials will be provided as necessary to reach communities with limited English proficiency.

## **Exhibit III - Data Protection Plan**

### **I. Introduction**

The Town of Waterville Valley (the “Municipality”) is developing a Community Power program (the “Program”), pursuant to RSA 53-E. A municipality that implements such a program is known as an aggregator (“Aggregator”). RSA 363:38 and PUC 2004.19 require that service providers, including Aggregators, protect individual and confidential customer data (“Individual Customer Data”). Individual Customer Data, as defined in RSA 363:38 and expanded in PUC 2004.19, means information that is collected as part of providing electric services to a customer that can identify, singly or in combination, that specific customer, and includes the customer name, address, and account number and the quantity, characteristics, or time of consumption by the customer, and also includes specific customer payment, financial, banking, and credit information. Further, Aggregators must only use Individual Customer Data for the Program’s primary purpose, which may include 1) providing or billing for electric service, 2) meeting electric system, electric grid, or other operational needs, and 3) researching, developing and implementing new rate structures or demand response, customer assistance, energy management or energy efficiency programs. The Municipality’s aggregation consultants, Good Energy and Standard Power, have developed this Data Protection Plan to ensure that Individual Customer Data obtained as part of operation of the Program will be protected from disclosure and/or inappropriate use.

### **II. Elements of the Plan**

#### **1. Access to Customer Data**

As part of the Program, Good Energy, Standard Power, local designees of the Municipality, and competitive electricity suppliers (“Suppliers”) selected to provide electricity for the Program (collectively, “Data Administrators”) will receive access to certain information on file with a customer’s local distribution company (“LDC” or “electric distribution utility”), including, among other things, the customer’s name, mailing address, and energy usage history (“Customer Data”). In particular, depending on the status of implementation of the Program, LDC’s may provide four types of Customer Data to Data Administrators: a) aggregated customer data, b) eligible customer data, c) retail electric customer contact information, and d) enrolled customer information. Each type of Customer Data is described more fully below.

- a. Aggregated Customer Data – contains certain information for all electric customers within a municipality, aggregated by rate class or other grouping. This may include data such as the number of customers by rate class, counts of

customers participating in net energy metering by rate class, counts of customers participating in electric assistance program by rate class, the aggregated energy (kWh) for electricity consumption by month for the past 12 months or more by rate class, and revenue, receipts and past-due accounts receivable.

b. Eligible Customer Data – contains certain information for each electricity customer currently receiving utility-provided default service within a municipality. This may include data such as capacity tags for current, prior and next power years, energy (kWh) for electricity consumption for the past 12 months or more, meter reading cycle, whether customer net meters and under which terms, and group net metering data including whether customer is a group net metering host or member of a net metering group, whether a group net metering customer-generator operates as a low-moderate income community solar project, the size of any such net metered generation and the year and month it was placed into service.

c. Retail Electric Customer Contact Information – comprises certain customer contact information for the provision of Program communications, such as Customer Notification Letters to retail electric customers. This may include such data as the customer of record's name, mailing address, account number, meter number, rate class, and email address.

d. Enrolled Customer Data – contains certain information for all individual customers who elected not to opt-out of the Program during the opt-out period. This may include such data as Name of customer and customer contact, Mailing address, Service address, Account number and related meter numbers, Name key, Contact information such as phone numbers, email address, Billing account number, Preferred billing and communication method, Billing cycle, Meter read date or cycle, Form or type of meter reading, Capacity tag information for past two years, current power year and forecasted next power year, Most recent 24 months of usage data, Current and historic status of net metering, distributed generation, Preferred billing and communication method, payment plans and electric assistance program participation, and Rate class.

## 2. Data Security

All Customer Data that is not anonymized (i.e. presented or aggregated in such a way that removes information that can be used to identify the individual customer that it pertains to, such that it does not constitute individual customer data as defined by RSA 363:37, I or PUC 2002.09) shall be considered Individual Customer Data.

Data Administrators will utilize industry standard physical, technical, and administrative controls and procedures to safeguard Individual Customer Data

collected as part of the Program and to prevent unauthorized or accidental access, destruction, loss, alteration, or disclosure of, to protect against anticipated threats or hazards to the security, confidentiality, or integrity of, and to permit only the appropriate use of, such customer information.

To protect the confidentiality, integrity, and availability of Individual Customer Data, Data Administrators will utilize a variety of industry standard physical and logical access controls, firewalls, password protections, intrusion detection/prevention systems, network and database monitoring, and backup systems. These systems will be designed to cover all networks, servers, computers, notebooks, laptops, PDAs, mobile phones, or other devices that contain Individual Customer Data, or through which Individual Customer Data is made available.

Data Administrators will limit access to Individual Customer Data to those persons and entities having a specific business purpose for maintaining and processing such information. Those granted access to Individual Customer Data will be trained on their responsibilities to protect the confidentiality, integrity, and availability of such information.

Data Administrators will work cooperatively with the LDC(s), as necessary, to implement this Data Protection Plan, and will at a minimum, implement the following actions:

- a. Conduct a risk assessment to identify and assess reasonably foreseeable internal and external risks to the security, confidentiality, and integrity of electronic, paper, and other records containing Individual Customer Data and evaluate and improve, where necessary, the effectiveness of their safeguards for limiting those internal and external risks;
- b. Timely notify the LDC(s) of any important modifications of this Data Protection Plan within a reasonable amount of time;
- c. Review and, as appropriate, revise this Data Protection Plan: (i) at least annually or whenever there is a material change in their business practices that may reasonably affect the security or integrity of Customer Data; (ii) in accordance with prevailing industry practices and applicable law; and (iii) as reasonably requested by the LDC(s). If the Data Administrators modify this Data Protection Plan following such a review, the Data Administrators will promptly notify the LDC(s) of such modifications and will provide the modifications to the LDC(s) in writing upon a LDC's request. The Data Administrators will at no time alter or modify this Data Protection Plan in such a way that will weaken or compromise the confidentiality, security, or integrity of Individual Customer Data;
- d. Maintain and enforce this Data Protection Plan in all locations where Individual Customer Data is processed by the Data Administrators;

- e. Conduct security testing using a third party to provide monitoring penetration and intrusion testing with respect to Data Administrators systems and promptly provide a copy of the results to the LDC(s), provided that the third party may redact IP addresses and other client names and information;
- f. Provide annual security awareness training to all individuals having access to Individual Customer Data and maintain a record of such training; and
- g. Implement a standard process for identifying, assessing, and mitigating security risks.

### 3. Confidentiality

Data Administrators will not sell Individual Customer Data to others unless such sale is specifically authorized by the customer, or is required by law or court order. Data Administrators will not share, disclose, or provide Individual Customer Data to others, including their affiliates, unless such disclosure, or provision is required to operate the Program (i.e., the Program's "primary purpose", per RSA 363:38), is specifically authorized by the customer, or is required by law or court order. If Data Administrators request customer authorization to disclose Individual Customer Data, Data Administrators will first describe to the customer the information they intend to release and provide details concerning the recipient of such information.

Data Administrators will hold all Customer Data in strict confidence and except as otherwise needed for provision of the Program, required by law, or permitted as below, (a) not disclose Individual Customer Data to any other person or entity (including but not limited to Suppliers, subcontractors, and affiliates or members of Good Energy and Standard Power); (b) not process Individual Customer Data outside of the United States; (c) not process Individual Customer Data other than in connection with the Program; (d) not process Individual Customer Data for any marketing purposes other than in connection with the Program; (e) limit reproduction of Individual Customer Data to the extent required for the Program; (f) store Individual Customer Data in a secure fashion at a secure location in the United States that is not accessible to any person or entity not authorized to receive the Individual Customer Data; and (g) otherwise use at least the same degree of care to avoid publication or dissemination of the Individual Customer Data as Data Administrators employ (or would employ) with respect to their own confidential information that they do not (or would not) desire to have published or disseminated, but in no event less than reasonable care.

### 4. Disclosure of Individual Customer Data

Notwithstanding the provisions of Section 3 above, the Data Administrators may disclose Individual Customer Data to their representatives who have a legitimate need to know or use such Individual Customer Data for the sole and limited purposes of administering and/or conducting the Program. Such representatives will first be advised of the sensitive and confidential nature of such Individual Customer Data and agree to

comply with the provisions of this Data Protection Plan. Pursuant to PUC 200.19, Data Administrators may also provide Individual Customer Data to third parties for the purposes of 1) billing for electric service, 2) meeting electric system, electric grid, or other operational needs, and 3) implementing demand response, customer assistance, energy management or energy efficiency programs. Any such third parties will be required by contract to comply with the provisions of this Data Protection Plan.

In the event that Data Administrators or any of their representatives receive notice that they have, will, or may become compelled, pursuant to applicable law or regulation or legal process, to disclose any Individual Customer Data (whether by receipt of oral questions, interrogatories, requests for information or documents in legal proceedings, subpoenas, civil investigative demands, other similar processes or otherwise), Data Administrators will, except to the extent prohibited by law, immediately notify the LDC(s), orally and in writing, of the pending or threatened compulsion. To the extent lawfully allowable, the LDC(s) will have the right to consult with the Data Administrators and the parties will cooperate, in advance of any disclosure, to undertake any lawfully permissible steps to reduce and/or minimize the extent of Individual Customer Data that must be disclosed. The LDC(s) will also have the right to seek an appropriate protective order or other remedy reducing and/or minimizing the extent of Individual Customer Data that must be disclosed.

Data Administrators and their representatives will disclose only such Individual Customer Data which they are advised by legal counsel that they are legally required to disclose in order to comply with such applicable law or regulation or legal process (as such may be affected by any protective order or other remedy obtained by LDC) and Data Administrators and their representatives will use all reasonable efforts to ensure that all Individual Customer Data that is so disclosed will be accorded confidential treatment.

## 5. Return/Destruction of Individual Customer Data

Upon the expiration of the Program, or as otherwise required by law or Commission order, the Data Administrators will destroy all copies of any Individual Customer Data (including any and all extracts, compilations, studies or other documents based upon, derived from or containing Individual Customer Data) within their or their representatives' possession (including destroying Individual Customer Data from all systems, records, archives and backups), and all subsequent use and processing of the Individual Customer Data by the Data Administrators and their representatives will cease.

Notwithstanding the foregoing, the Data Administrators and their representatives will not erase Individual Customer Data contained in an archived computer system backup maintained in accordance with their respective security or disaster recovery procedures. The Data Administrators will not provide access to or recovery of Individual Customer

Data from such computer backup system and will keep all such Individual Customer Data confidential in accordance with this Data Protection Plan.

## 6. Data Security Incidents

The Data Administrators are responsible for any and all security incidents involving Individual Customer Data that is processed as part of the Program. The Data Administrators will notify the LDC(s) in writing immediately (and in any event within twenty-four (24) hours) whenever the Data Administrators reasonably believe that there has been a data security incident involving Individual Customer Data. After providing such notice, the Data Administrators will investigate the incident, and immediately take all necessary steps to eliminate or contain any exposure of Individual Customer Data. The Data Administrators will provide the LDC(s) with reasonable assistance and cooperation in the furtherance of any correction, remediation, or investigation of any such data security incidents and/or the mitigation of any damage, including any notification required by law or that LDC(s) may determine appropriate to send to individuals impacted or potentially impacted by such data security incident(s), and/or the provision of any credit reporting service required by law or that LDC(s) deems appropriate to provide to such individuals.

Unless required by law, the Data Administrators will not notify any individual or any third party other than law enforcement of any potential data security incidents involving Individual Customer Data without first consulting with, and obtaining the permission of, the LDC(s). Within 30 days of identifying or being informed of a data security incident, the Data Administrators will develop and execute a plan, with the cooperation of the LDC(s), which reduces the likelihood of a recurrence of such data security incident(s).

## 7. Additional Protections

The Data Administrators will comply with all applicable privacy and security laws to which it is subject, including this Data Protection Plan.

The Data Administrators will safely secure and/or encrypt all Individual Customer Data during storage and transmission.

The Data Administrators will have in place appropriate and reasonable processes and systems, including this Data Protection Plan, to protect the security of Individual Customer Data and to prevent a data security incident, including, without limitation, a breach resulting from or arising out of the Data Administrators' internal use, processing, or other transmission of Individual Customer Data, whether between or among their representatives, subsidiaries and affiliates, or any other person or entity acting on behalf of the Data Administrators.

The Data Administrators will work cooperatively with the LDC(s) to implement this Data Protection Plan, including: establishing policies and procedures to provide reasonable and prompt assistance to LDC(s) in responding to any and all requests, complaints, or other communications received from any individual who is or may be the subject of a data security incident involving Customer Data to the extent such request, complaint or other communication relates to the Data Administrators' processing of such individual's Individual Customer Data; and establishing policies and procedures to provide all reasonable and prompt assistance to LDC(s) in responding to any and all requests, complaints, or other communications received from any individual, government, government agency, regulatory authority, or other entity that is or may have an interest in the Individual Customer Data, data theft or other unauthorized release of Individual Customer Data, disclosure of Individual Customer Data, or misuse of Individual Customer Data to the extent such request, complaint or other communication relates to Data Administrators' processing of such individual's Individual Customer Data.

#### 8. Use of Individual Customer Data

The Data Administrators will only use Individual Customer Data for the primary purposes, as defined in RSA 363:37, which may include 1) providing or billing for electric service, 2) meeting electric system, electric grid, or other operational needs, and 3) researching, developing and implementing new rate structures or demand response, customer assistance, energy management or energy efficiency programs.

## **II. Conclusion**

The Data Protection Plan meets all of the requirements of RSA 363:38, RSA 363:37 and PUC 2004.19.

## Exhibit IV

### 2022 Community Survey Results

The Waterville Valley Community Power Survey was made available and advertised on the Town's website March 9<sup>th</sup> and was shared widely at the polls during voting on March 10<sup>th</sup>. 132 responses were received before the published deadline of March 31<sup>st</sup>, 96 online and 36 on paper. Survey and responses were compiled by the consulting team of Standard Power and Good Energy, and are reported here, with implications for next steps for a Community Power Program in Waterville Valley.

## Waterville Valley Community Power Survey

This survey was created by the Town of Waterville Valley to assess the needs and interests of the community to design our own Community Power Program. Community Power allows a town's residents and small businesses to pool their purchasing power and choose where their electricity comes from, with the goals of more affordable rates, lower electric bills, enhanced consumer protections, and green power options. The survey should take about 3 minutes to complete, and all responses are anonymous. You may complete the survey online at [www.surveymonkey.com/r/WatervilleCP](http://www.surveymonkey.com/r/WatervilleCP)

**\* 1. Is your HOME or BUSINESS located in Waterville Valley? If both, please complete the survey as a resident first, then complete a separate survey for your business.**

☐ Home ☐ Business

### Electricity Supply

Our electric utility is New Hampshire Electric Coop (NHEC), and they provide electricity transmission and delivery, emergency, maintenance and billing services. This will not change with a Community Power Program. NHEC also provides default electricity supply for most of our community members. This will change with Community Power, but you can always choose to stay with utility default, and there are no fees or penalties to leave or to join the Program at any time.

**\*2. Who is your electricity supplier? Check your electric bill to see who is your electricity supplier.**

☐ NHEC ☐ I don't know ☐ Other /third party supplier

**3. Why did you stay with New Hampshire Electric Coop (NHEC)? Select all that apply.**

☐ I didn't know I had a choice  
☐ I see no need to switch  
☐ I tried, but I could not find good rates  
☐ Other \_\_\_\_\_

**\*4. Do you have solar panels?** ☐ Yes ☐ No

### Return the completed survey to

Waterville Valley Town Hall  
Attention: Selectboard's Office  
PO Box 500  
Waterville Valley, NH 03215

**\*5. Waterville Valley is considering Community Power due to increasing electric costs. What would you want the Community Power program to bring to our community? Check all that apply:**

☐ Local control of electricity costs  
☐ Lower energy bills  
☐ Increased renewable energy, including local sources  
☐ Increased buying power from competitive pricing  
☐ Increased knowledge about energy & how to reduce costs  
☐ Other \_\_\_\_\_

**\*6. Are you interested in adding extra renewable energy in our electricity supply?**

☐ I would like extra renewable energy, if I can still pay about the same I pay today;  
☐ I would like extra renewable energy and I am willing to pay a little more than I pay today;  
☐ I would like all (100%) renewable energy and I am willing to pay more;  
☐ No, I would not like more renewable energy.

**\*7. We will provide updates about this program. How would you like to be updated on this program? Check all that apply:**

☐ Mail  
☐ Town website/Facebook page  
☐ Wig Wag Newspaper  
☐ Email: \_\_\_\_\_

**Deadline: March 31st**

Scan the QR code with the camera of your mobile phone to go directly to the online survey.



### Energy Efficiency

Community Power programs can reduce energy costs and emissions. Another really important way to achieve those benefits is energy efficiency.

**\*8. Have you implemented any of the following energy efficiency steps at your home or business. Check all that apply:**

☐ Performed an energy audit  
☐ Improve insulation  
☐ Purchase energy efficient appliances  
☐ Install LED light bulbs  
☐ Install energy efficient windows  
☐ Install a programmable thermostat  
☐ Other: \_\_\_\_\_  
☐ None of the above

### Survey Demographics

To help us ensure a diversity of perspectives that reflects our entire community, please provide the following information. All responses are anonymous.

**9. Do you** ☐ Own? ☐ Rent?

**10. Which best matches your age?**

☐ Under 18  
☐ 18-40  
☐ 41-65  
☐ 66+

**11. Which best matches your household income level?**

☐ Under \$50,000  
☐ \$50,000 to \$99,000  
☐ 100,000+

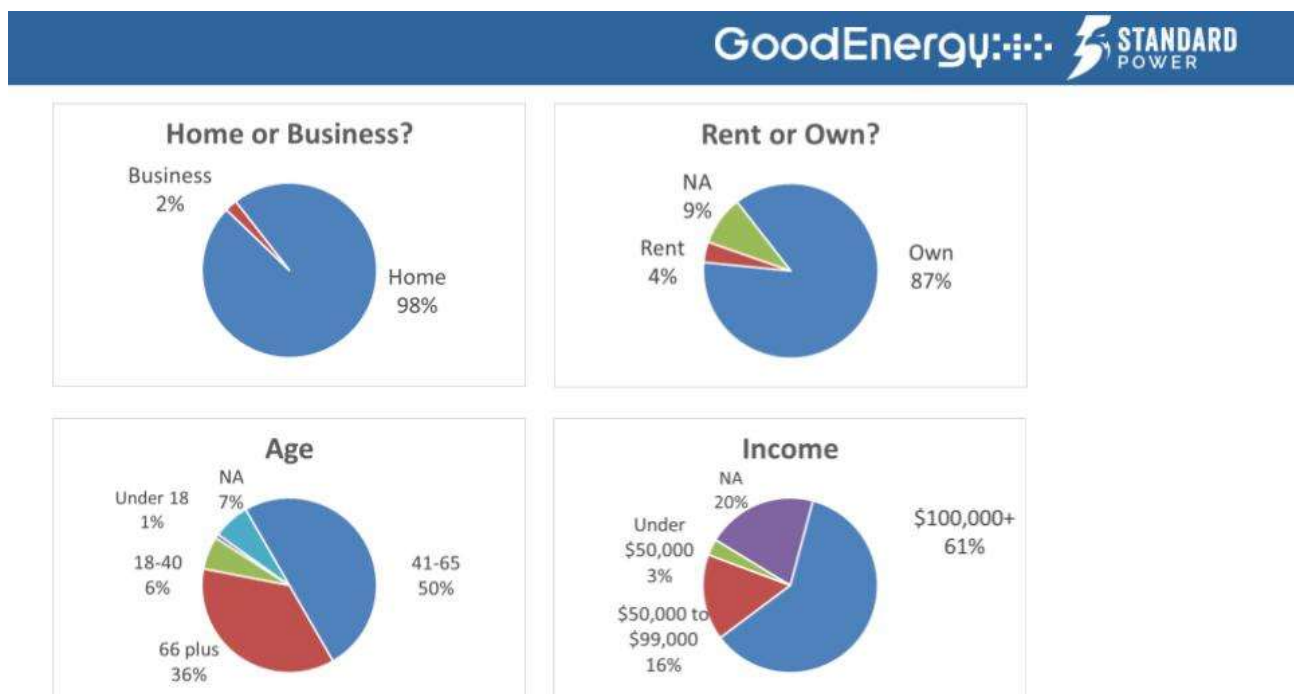
GoodEnergy

Learn about Community Power programs at [cp.standardpower.com](http://cp.standardpower.com)



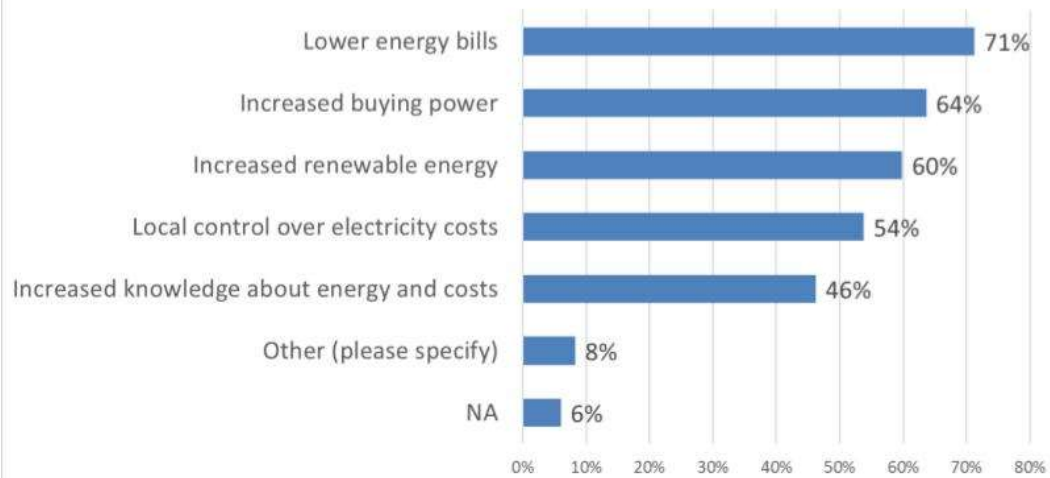
**The survey began with four questions about electricity supply for residents and small businesses.** Of the 132 responses, 128 were New Hampshire Electric Coop (NHEC) customers. Two of the three businesses that responded to the survey reported purchasing supply other than from NHEC. Two respondents said they didn't know who their supplier was. Two-thirds of respondents said they didn't know they had a choice of supplier other than NHEC, and 26% saw no reason to look for an alternative. Three respondents produce at least a portion of their own electricity using onsite solar panels.

**Additional survey respondent demographics were collected at the end of the survey, to ensure a variety of opinions were represented.** All surveyed demographics are represented in the survey results, with a heavy representation of wealthier respondents who owned their own homes. Of the respondents, 98% were homeowners, 87% owned their home or business, 50% were between the ages of 41 and 65, and 61% earned more than \$100,000. Despite low representation of some demographics the survey results reflect a full range of views regarding energy use, cost reduction and preference for more renewable energy. The breakouts are below:



**Community Power program goals were explored in Questions 5.** Respondents showed strong support for lower electricity bills, control over energy costs and more renewable energy in electricity supply. A Community Power program will increase community knowledge of how a Community Power Program supports each of these benefits, including energy efficiency to reduce energy use and bills immediately.

**What would you want a program to bring to our community? Check all that apply:**



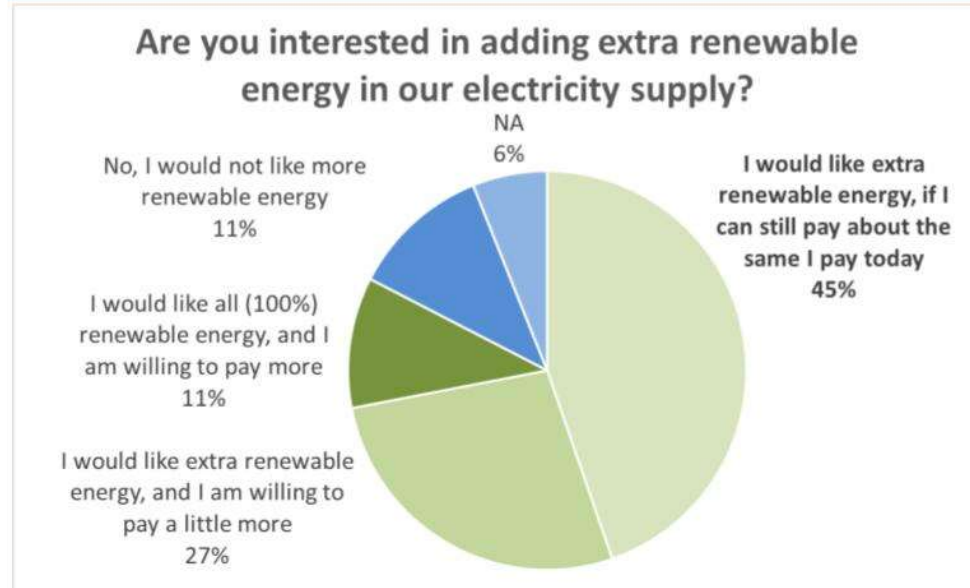
**Question 6 explored preference for more renewable energy in our electricity supply.**

Currently, the state has a minimum renewable energy component for all electricity used in the state called the Renewable Portfolio Standard (RPS). The RPS is 22.5% in 2022 and is scheduled to level off at 25.2% in 2025. This level is made up of several components, and has been subject to legislative efforts to change the RPS. Community Power can add renewable energy supply to the state minimum, and provide more resilient levels of renewable energy based on community choices.

Respondents were strongly in support of additional renewable energy, 83% of respondents support extra renewables in their energy supply, and 38% said they were willing to pay more for it. 11% responded they did not want more renewable energy. 6% did not answer the question.

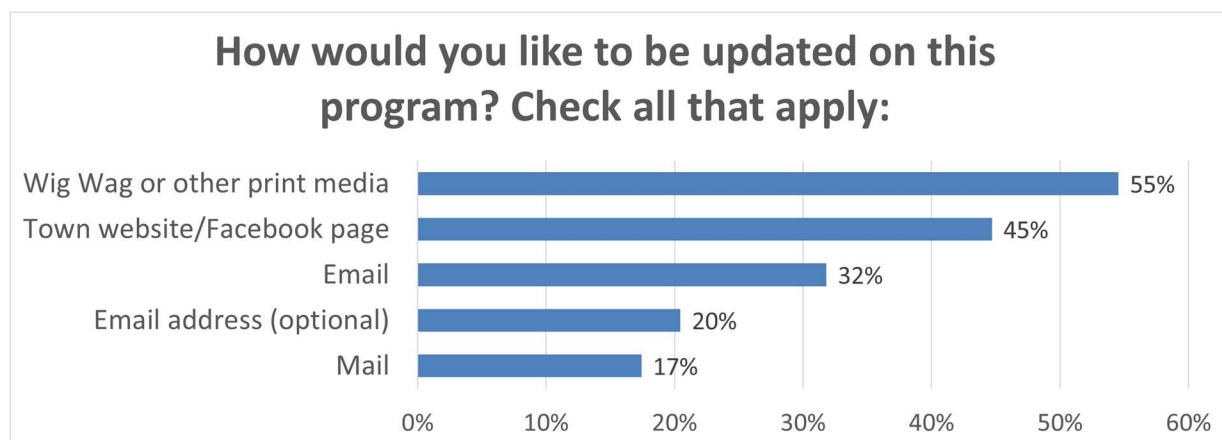
**The results of Question 6 support a default option with extra renewable energy and competitive price with the utility default. The default is the option most customers choose and/or are automatically enrolled into by not choosing another option.<sup>1</sup>**

<sup>1</sup> A green default has a substantial impact on community renewable energy supply. Adding just 5-10% extra renewables increases renewables in the default supply by almost 25-50%, from the 2022 RPS of 22.5% to 27.5% or 32.5%. The impact is even more dramatic for customers choosing 100% option, whose impact on increasing the renewable supply is 10-20 times higher than that of the default customer.



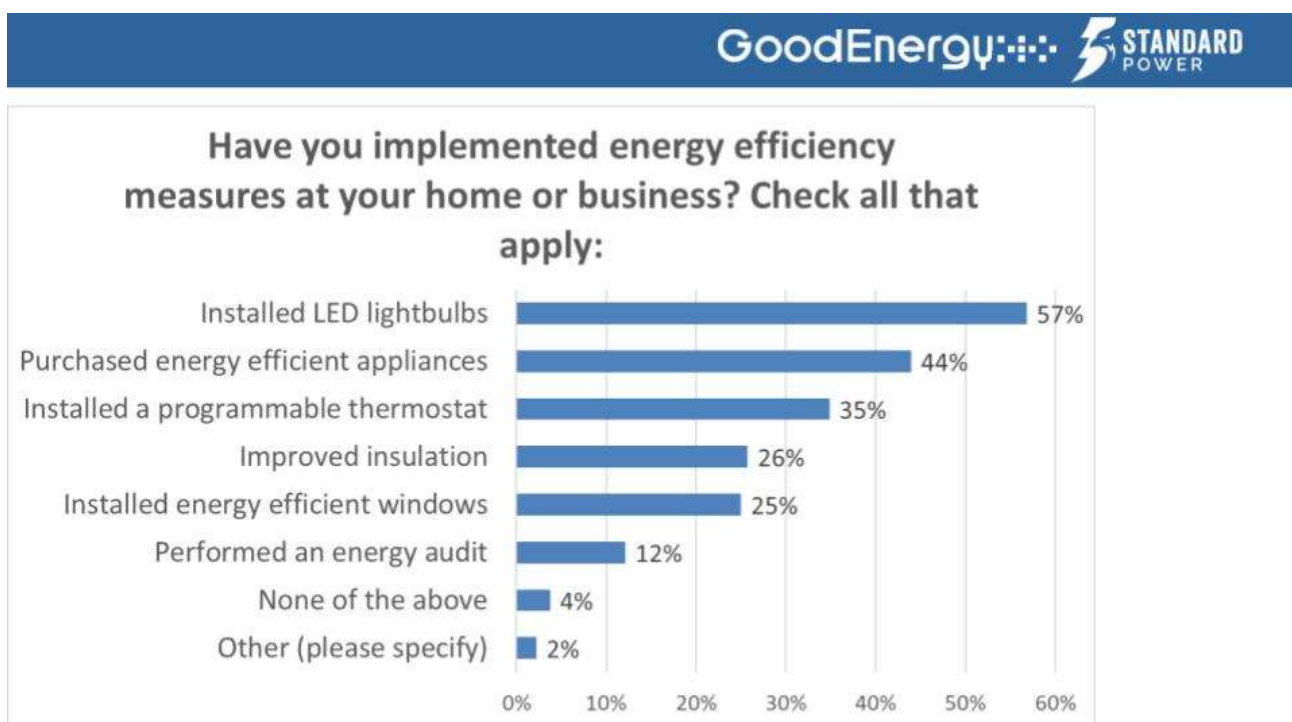
The responses to Questions 5 and 6 also indicate 2-3 optional products in the program. A lowest cost option, with no additional renewable energy above the state minimum, meets the needs of community members who need maximum cost savings and/or feel that the current RPS is sufficient renewable energy. Also, one to two options with additional renewable energy support the renewable energy goals of community members individually and for the community. Having a variety of attractive options helps the program meet individual needs, encourages high participation that boosts buying power, and increases the overall collective renewable energy performance of the program based on personal choices.

**Question 7 asked about communications and program updates.** The Wigwag was the chosen as the most popular medium for communications by survey respondents, and the Town website will be the official source of information. A dedicated page for Community Power on the Town's website ensures that there is one location to go for up to date and accurate information.



A Community Power program is launched with a direct mail campaign, and all Plan development through program launch and management should be supplemented with multiple outreach strategies. These include printed and posted notices in local publications, flyers, informational meetings and presentations, emails, and radio and social media campaigns to ensure high awareness, knowledge, and acceptance of the program.

**Question 8 asked about awareness and use of energy efficiency measures to reduce energy use and costs.** Energy efficiency is not a required part of a Community Power program, but it is compatible with Community Power goals of cost savings and increasing the renewable energy portion of individual and community energy supply. While only 12% of respondents have done an energy audit on their home or business, at least 57% have implemented efficiency measures, especially LED lighting and purchasing energy efficient appliances.



**In Summary, respondents to the Waterville Valley Community survey confirmed what the Recycling Committee suspected, that Waterville Valley wants lower costs and more choices for renewable energy in their electric supply.** Community Power can provide attractive options for community members of diverse backgrounds and opinions, including homeowners, small business owners, renters and landlords, low-income customers, customers who do not want additional renewable energy, as well as those that want more renewables up to 100% local renewable energy for themselves and for their community.