

DM 10-252

THE STATE OF NEW HAMPSHIRE

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September 13, 2013

Adam Gusman, Chief Compliance Officer
Glacial Energy of New England, Inc.
24 Route 6A
Sandwich, MA 02563

Re: DM 10-252, Glacial Energy of New England, Inc.
Request for Waiver of 30-Day Notification, Puc 2003.02 (i)

Dear Mr. Gusman:

By letter filed April 4, 2013, Glacial Energy of New England, Inc. (Glacial), a competitive electric power supplier (CEPS), acknowledged that it failed to notify the Commission within 30 days, as required by N.H. Admin. Code Puc 2003.02, that it began serving residential customers shortly after starting a marketing campaign in July 2012. In its 2010 renewal application, Glacial stated its intent to serve commercial customers only. Glacial now requests a retroactive waiver of Puc 2003.02, and requests approval of its Terms of Service for residential customers as required by Puc 2006.01(a)(20).

By memo dated August 23, 2013, Staff recommended approval of the Terms of Service based upon its review of the document and Glacial's acceptance of language proposed by Staff, and also recommended the Commission approve the waiver request due to Glacial's informal contact with the Consumer Affairs and Electric divisions at various times since it started providing service to residential customers in 2012.

The Commission approves the Terms of Service submitted in Glacial's April 4, 2013 filing and grants the request for a waiver of the 30 day notice provision of Puc 2003.02. However, the Commission notes that it took prompting from Staff before Glacial made this filing. As a registered CEPS, it is Glacial's responsibility, not Staff's, to make sure it complies with Commission rules. Further violations may cause the Commission to consider appropriate sanctions under Puc 2005.

Sincerely,

Debra A. Howland
Executive Secretary

cc: Service List
Docket File

SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED

Pursuant to N.H. Admin Rule Puc 203.11 (a) (1): Serve an electronic copy on each person identified on the service list.

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FILING INSTRUCTIONS:

- a) Pursuant to N.H. Admin Rule Puc 203.02 (a), with the exception of Discovery, file 7 copies, as well as an electronic copy, of all documents including cover letter with: DEBRA A HOWLAND
EXEC DIRECTOR
NHPUC
21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429
- b) Serve an electronic copy with each person identified on the Commission's service list and with the Office of Consumer Advocate.
- c) Serve a written copy on each person on the service list not able to receive electronic mail.