

**THE STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION**

**DE 12-097**

**ELECTRIC AND GAS UTILITIES**

**Investigation into Purchase of Receivables, Customer Referral and Electronic  
Interface for Electric and Gas Distribution Utilities**

**ORDER OF NOTICE**

In Order No. 25,256 (July 26, 2011) entered in Docket No. DE 10-160, *Public Service Company of New Hampshire, Investigation into Effects of Customer Migration*, the Commission stated that it would open a generic proceeding to explore whether purchase of receivables, customer referral and electronic interface programs should be implemented in New Hampshire to support customer choice in energy supply for all residential electric utility customers and for smaller commercial electric and gas utility customers. On April 16, 2012, the Retail Energy Supply Association (RESA) filed a letter requesting that the Commission open the above referenced generic proceeding and conduct an investigation into these and other retail electric market enhancements as soon as possible.

In light of Commission Order No. 25,256 and in response to RESA's letter, the Commission opens this docket to investigate the merits of instituting purchase of receivables, customer referral and electronic interface programs for both electric and natural gas distribution utilities in New Hampshire. The Commission will solicit comment from utilities and interested parties regarding the benefits and customer impacts of such programs, including the impact on customers who remain on supply offered by the applicable distribution utility. In addition, the Commission will seek comments from utilities and interested parties regarding the operation of

such programs in other states, the levels of payments by competitive suppliers to distribution utilities for any additional costs incurred by the distribution utilities in connection with offering the programs, the essential elements of each program, and recommendations regarding program initiation and implementation.

The petition and subsequent docket filings, other than information for which confidential treatment is requested of or granted by the Commission, will be posted to the Commission's website at: <http://www.puc.nh.gov/Regulatory/Docketbk/2012/12-097.html>.

The filing raises, *inter alia*, issues related to whether a purchase of receivables, customer referral and electronic interface programs will promote customer choice consistent with the restructuring principles of RSA 374-F:3; and whether the resulting rates associated with the programs are just and reasonable pursuant to RSA 378:5 and 7. Each party has the right to have an attorney represent the party at the party's own expense.

**Based upon the foregoing, it is hereby**

**ORDERED**, that a Prehearing Conference, pursuant to N.H. Code Admin. Rules Puc 203.15, be held before the Commission located at 21 S. Fruit St., Suite 10, Concord, New Hampshire on May 31, 2012 at 10:00 a.m., at which each party will provide a preliminary statement of its position with regard to any of the issues set forth in this Order of Notice and in N.H. Code Admin. Rules Puc 203.15 shall be considered; and it is

**FURTHER ORDERED**, that, immediately following the Prehearing Conference, the electric and gas distribution utilities, the Staff of the Commission and any Intervenors hold a Technical Session to establish procedures and a schedule for the conduct of this proceeding; and it is

**FURTHER ORDERED**, that pursuant to N.H. Code Admin. Rules Puc 203.12, the Executive Director shall notify all persons desiring to be heard at this hearing by publishing a copy of this Order of Notice no later than May 17, 2012, in a newspaper with general circulation in those portions of the state in which operations are conducted, publication to be documented by affidavit filed with the Commission on or before May 31, 2012; and it is

**FURTHER ORDERED**, that all electric and gas distribution utilities subject to the Commission's jurisdiction shall be made mandatory parties to this proceeding; and it is

**FURTHER ORDERED**, that pursuant to N.H. Code Admin. Rules Puc 203.17, any party seeking to intervene in the proceeding shall submit to the Commission seven copies of a Petition to Intervene with copies sent to the electric and gas distribution utilities and the Office of the Consumer Advocate on or before May 28, 2012, such Petition stating the facts demonstrating how its rights, duties, privileges, immunities or other substantial interest may be affected by the proceeding, as required by N.H. Code Admin. Rule Puc 203.17 and RSA 541-A:32, I(b); and it is

**FURTHER ORDERED**, that any party objecting to a Petition to Intervene make said Objection on or before May 31, 2012.

By order of the Public Utilities Commission of New Hampshire this third day of May, 2012.

  
Debra A. Howland  
Executive Director

Individuals needing assistance or auxiliary communication aids due to sensory impairment or other disability should contact the Americans with Disabilities Act Coordinator, NHPUC, 21 S. Fruit St., Suite 10, Concord, New Hampshire 03301-2429; 603-271-2431; TDD Access: Relay N.H. 1-800-735-2964. Notification of the need for assistance should be made one week prior to the scheduled event.

**SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED**

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

Executive.Director@puc.nh.gov  
amanda.noonan@puc.nh.gov  
anderson@nhec.com  
carol.white@us.ngrid.com  
celia.obrien@us.ngrid.com  
Christina.Martin@oca.nh.gov  
christyl.nhgas@myfairpoint.net  
collin@unitil.com  
epler@unitil.com  
gantz@unitil.com  
george.mccluskey@puc.nh.gov  
gerald.eaton@nu.com  
inmanb@nhec.com  
jarvis@unitil.com  
jmiranda@rc.com  
jody.carmody@puc.nh.gov  
kaminski@nhec.com  
kzink@berkshiregas.com  
manypennyh@nhec.com  
mary.coleman@us.ngrid.com  
palma@unitil.com  
Rorie.E.P.Hollenberg@oca.nh.gov  
steve.mullen@puc.nh.gov  
stewart@unitil.com  
suzanne.amidon@puc.nh.gov  
thomas.p.oneill@us.ngrid.com  
tom.frantz@puc.nh.gov

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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  
EXECUTIVE 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.