

DM 12-203



Glacial Natural Gas, Inc.
24 Route 6A
Sandwich, MA 02563

July 9, 2012

New Hampshire Public Utilities Commission
Debra Howland, Executive Director
21 South Fruit Street, Suite 10
Concord, NH 03301-2429

RE: Glacial Natural Gas, Inc. Renewal Application for Registration as a Competitive Natural Gas Supplier

Dear Ms. Howland,

Please accept this renewal application in support of Glacial Natural Gas, Inc.'s renewed registration as a CNGS in the State of New Hampshire, pursuant to NHPUC Rule 3003.02.

Applicant Glacial Natural Gas, Inc. is a wholly owned subsidiary of Glacial Energy Holdings. Another affiliate of Glacial Energy Holdings, Glacial Energy of New England, Inc., is a licensed supplier of electricity in New Hampshire, Massachusetts, Maine, Rhode Island and Connecticut.

Due to their confidential and proprietary nature, we request confidential treatment of Glacial Energy Holdings' consolidated financial statements, in accordance with the Motion submitted herewith, pursuant to section 200 of the NHPUC administrative rules.

If you require any additional information, or have any questions, please contact me at (202) 421-4855.

Yours Truly,

Adam Gusman

Corporate Counsel

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- a. The legal name of the applicant as well as any trade name(s) under which it intends to operate in this state: Glacial Natural Gas, Inc. will also operate under the name Glacial Energy.
- b. The applicant's business address, if any, principal place of business, telephone number, facsimile number and email address --

Address and principal place of business is:

24 Route 6A

Sandwich, MA 02563

Tel: (888) 452-2425

Fax: (508) 437-5578

customercare@glacialenergy.com

- c. The applicant's place of incorporation: Nevada.
- d. The names, titles, business addresses, telephone numbers and facsimile numbers of the applicant's principal officers:

Gary Mole, President & Chief Executive Officer

24 Route 6A

Sandwich, MA 02563

Tel: (888) 452-2425

Fax: (508) 437-5578

- e. A copy of the applicant's most recent audited financial statement, or if the applicant does not have an audited financial statement, a copy of the most recent unaudited financial statement:

Applicant is a wholly owned subsidiary of Glacial Energy Holdings, a privately held Nevada corporation. As a privately held company, Glacial Energy Holdings' financial statements are proprietary and confidential. The consolidated financial statements for Glacial Energy Holdings are enclosed herewith, subject to our Motion for a Protective Order and Confidential Treatment; please see **Attachment #1**.

- f. The following affiliate is conducting business in New Hampshire:

- 1) Glacial Energy of New England, Inc. ("Glacial New England"), 24 Route 6A
Sandwich, MA 02563;

Engaged in retail sales of electricity to commercial, industrial and residential customers. Glacial New England is registered as an electric supplier with Public Service Company of New Hampshire, National Grid NH/Granite State Electric Co. (now Liberty Utilities), Unitil Energy Systems Inc., and the New Hampshire Electric Cooperative, Inc., and has executed all necessary agreements to obtain such status.

- g. Telephone number of the customer service department or the name, title and telephone number of the customer service contact person of the applicant, including toll free telephone numbers if available:

Jessica Evans, Vice President of Customer Care
(888)-GLACIAL (452-2425)
customercare@glacialenergy.com

- h. Individual responsible for responding to Commission inquiries: Adam Gusman, Corporate Counsel, 24 Route 6A Sandwich, MA 02563. Tel: (202) 421-4855. Fax: (888) 603-7488. adam.gusman@glacialenergy.com

- i. Registered agent in New Hampshire for service of process:

Thomas W. Morse
14 Centre Street
Concord, NH 03301
Tel: (603) 225-6655

- j. A copy of the applicant's authorization to do business in New Hampshire from the New Hampshire secretary of state: See **Attachment #2**.

- k. Applicant intends to continue providing gas service in the following existing franchise areas: National Grid NH/EnergyNorth (Liberty Utilities), and Unitil/Northern Utilities.

- l. A description of the types of customers the applicant intends to serve and customer classes as identified in the applicable LDC's tariff within which those customers are served:

Applicant intends to serve all of the commercial & industrial rate schedules for Unitil (G-40, G-41, G-42, G-50, G-51, G-52, T-40, T-41, T-42, T-50, T-51, and T-52).

Applicant intends to serve all of the commercial & industrial rate schedules for National Grid/Liberty Utilities (G-41, G-42, G-43, G-51, G-52, G-53, G-54, and G-63).

m. Evidence of financial security pursuant to PUC Rule 3003.03:

Applicant will procure primary, firm natural gas for its customers, with no interruptions of service. The consolidated financial statements of Glacial Energy Holdings (**Attachment #1**) demonstrate sufficient financial resources to provide customers with an optimal level of natural gas service. Furthermore, Applicant has posted a surety bond in favor of the Commission in the amount of \$100,000. See **Attachment # 3**. The surety bond is renewed annually each August.

- n. A listing disclosing the number and type of customer complaints concerning the applicant or its principals, if any, filed with a state or federal licensing/registration agency, attorney general's office or other governmental consumer protection agency for the most recent calendar year in every state in which the applicant has conducted business relating to the sale of electricity and/or natural gas:

There has been only one consumer complaint against Applicant within the past 18 months. It was filed with the Michigan Public Service Commission on Sept. 21, 2011. The slamming complaint was directed towards another retail energy supplier, not Glacial. The complaint was resolved without a finding of any wrongdoing by Glacial.

- o. None of Applicant's officers, directors or controlling stockholders has ever been convicted of any felony.
- p. Neither Applicant, nor any of its officers, directors or controlling stockholders has, within the 10 years immediately prior to registration: 1) had any civil, criminal or regulatory sanctions or penalties imposed against them pursuant to any state or federal consumer protection law or regulation; or 2) settled any civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation. Gary D. Mole, Applicant's Chief Executive Officer and majority shareholder, is currently the subject of a pending investigation/complaint at the Public Utility Commission of Texas involving Applicant's affiliate, Glacial Energy of Texas, Inc.
- q. If an affirmative answer is given to any item in (o) or (p) above, an explanation of the event: **See Attachment #4.**
- r. Applicant affirms that it will do the following: 1) Maintain a list of consumers who request being placed on a do-not-call list for the purposes of telemarketing; 2) Obtain, no less than semi-annually, access to updated telephone preference services lists maintained by the Direct Marketing Association; and 3) Not initiate calls to New Hampshire customers who have either requested being placed on do-not-call lists or

customers who are listed on the Direct Marketing Association's telephone preference lists.

- s. A sample bill form that the applicant intends to use: See **Attachment #5**.
- t. A \$250.00 registration fee – Enclosed herewith.
- u. Two sample contracts that Applicant intends to continue using with retail customers are enclosed, one fixed price and one variable price that is based on the monthly NYMEX settlement. See **Attachment #6**.
- v. Documentation sufficient to demonstrate that the CNGS is an approved shipper on the upstream pipelines and underground storage facilities on which the LDC will assign capacity, if any, to the CNGS:

Applicant is an approved shipper on the upstream pipelines of Texas Eastern Transmission LP and Algonquin Gas Transmission LLC. See **Attachment #7**. These pipelines will be used to flow natural gas to retail customers in New Hampshire.

- w. A statement certifying the applicant has the authority to file the application on behalf of the CNGS and that its contents are truthful, accurate and complete. See **Attachment #8**.