

ORIGINAL	
N.H.P.U.C. Case No.	DE 13-059/13-060
Exhibit No.	3
Witness	Panel'
DO NOT REMOVE FROM FILE	

**Resident Power / PNE Energy Supply  
DE 13-059 / DE 13-060**

**NH PUC Staff Responses to Data Requests of Resident Power/PNE**

Date Received: March 14, 2013  
Request: RP/PNE – 1-1

Date of Response: March 22, 2013  
Witness: Steven E. Mullen  
Amanda O. Noonan

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**REQUEST:**

- 1-1 Please identify and provide any and all consumer complaints, or any other documents, evidencing, relating of supporting the statement made in the February 27, 2013 Staff Recommendation Memorandum in DE 13-059/60 that:

*... in the three day period ending February 22, 2013, 83 calls were received by the Consumer Affairs Division from former PNE customers. Customers were responding either to the notice from PNE dated February 11, 2013, recent news articles or the February 21, 2013 e-mail from Resident Power.*

**RESPONSE:**

As noted in the quoted section of the Staff recommendation, the 83 customer contacts were referred to as "calls." As a point of clarification, this differs from the repeated references by Resident Power/PNE's counsel during the March 15, 2013 prehearing conference to the contacts as "complaints." The Commission's Consumer Affairs Divisions tracks all calls, e-mails and letters received. Calls, e-mails and letters are entered into a database and become contact memos. These contact memos created based on the calls, e-mails or letters received by the Consumer Affairs Division for the three day period ending February 22, 2013, were provided to Resident Power and PNE under separate cover on March 21, 2013, at 10:14 a.m. Please note there are 84 contact memos rather than the 83 referred to in the Staff Recommendation. The difference is due to the delayed entry into the database of one phone call, e-mail or letter received during the time period referenced in the Staff Recommendation.

Received By: JQ

Date Received: 02/20/2013

Time Received: 02:00 PM

RE: PNE Energy Supply, LLC

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

Manchester, NH 03101

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/20/2013

Waiting On Due Date: 02/21/2013

Comments: under no circumstances does mr want to default to PSNH. He is a PNE customer.Resolution:

Last Thursday, ISO NE suspended their market participant status. This means that PNE can no longer operate as a competitive energy provider, and PSNH, as the default service provider, becomes responsible for the load with ISO. ISO provides 3 business days of notice to the default provider. It notified PSNH on Thursday and requested the change occur as soon as practicable but no later than 12:01 am Wednesday (midnight tonight). So the transfer of customers from PNE to FairPoint Energy has hit a rather large snag. Instead of a seamless transition from PNE to FPE upon the meter read, customers will revert today to default service with PSNH. Of the approximately 8,500 residential and small commercial customers that were going to transfer to FPE on their next meter read, 7300 will transfer to default service today. The other approximately 1200 had meter read dates that fell into the small window last week where PSNH was executing the transfer orders submitted by FPE. Those customers will be billed at default service rates (9.54 cents) for usage from today forward.

With PNE's default at ISO, these 7300 customers are no longer PNE customers. We have been working closely and exhaustively with PNE, FPE and Resident Power to provide a second notice to customers that informs them of the switch to default service, what will happen and what action, if any, they need to take. At this point, the what happens and what customers need to do part has not yet been determined. .

explained PNE cannot serve any customers in NH.

He will start to look for a new supplier. He is going to call FRP.

2-21 left a message on VM - he needs to call a new supplier.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/20/2013

Time Received: 02:15 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Allentown, NH 03275

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: RULE/TARIFF

Staff Responding: JQ

Date: 02/20/2013

Waiting On Due Date: 02/21/2013

Comments: Got a letter fromPSNH? about defaulting to them. He does not want to default. He called NA Power and they will not take him as a customer.

Resolution: epexplained it is a wait and see for now. He should be converting to FRP. I explained I would contact him if I get any more info.

2-21explained to Mr he needs to call FRP or his a new supplier.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/20/2013

Time Received: 03:29 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 02/20/2013

Waiting On Due Date:

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Comments: caler watned to know what was going on with PNEResolution: told him what I know and advised him to watch closely

Closed: Yes

Date Closed: 02/20/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 07:59 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Antrim, NH 03440  
[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

---

Comments: LM VM 2/20 8:24 PM.

Saw PNE story on WMUR and is looking for details.

Resolution: 2/21/13 8:12 - Called her back and gave updates.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 08:00 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Questions on PNE-E issueResolution: Answered questions and explained.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 08:10 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter. Has questions about what happened.

Resolution: Answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 02/21/2013

Time Received: 08:10 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Questions on what's happening with PNE-EResolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 08:13 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Questions on what's happening with PNE.Resolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 08:15 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

Comments: Questions about what's going on with PNEResolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 08:18 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Questions about what's going on with PNE.

Resolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KNS

Date Received: 02/21/2013

Time Received: 08:22 AM

RE: PNE Energy Supply, LLC

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

[REDACTED]

Epping, NH 03042

[REDACTED]

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 02/21/2013

Waiting On Due Date: 02/21/2013

JQ

Comments:

From: PUC

Sent: Thursday, February 21, 2013 8:22 AM

To: Raymond, Margaret; Noonan, Amanda

Subject: FW: Power New England

Hi Margaret,

I have attached an internet email from our PUC account. Can you please forward it to someone in your department for a response.

Thank you.

Kim

From: [REDACTED]

Sent: Thursday, February 21, 2013 7:08 AM

To: PUC

Subject: Power New England

I understand that the PUC had issues with PNE but I do not understand how or why you would give our business to the highest priced power supplier in the State of New Hampshire. Fairpoint Energy had already agreed to accept all of PNE customers in an equitable way. I urge the PUC to reverse their decision and stop the transfer of customers to PSNH, one of the most mismanaged company in New Hampshire. I know PSNH is thrilled to get back their customers at a time when they just raised their power supply rates. I hope that the PUC investigates why the suspension of PNE occurred so quickly without the public's knowledge.

[REDACTED]

Epping, NH

\*\*\*\*\*

2/21 Forwarded email to Jan for response.

Resolution:**From:** Quint, Janet**Sent:** Thursday, February 21, 2013 10:46 AM**To:** [REDACTED]**Subject:** RE: PNE

Good Morning:

The PNE customers had to revert to the default provider (PSNH) in NH because PNE can no longer do business in NH. This is a safeguard in the law so customers would not lose power completely. It takes days to convert to a different supplier.

Please contact the supplier of your choice to change from PSNH to a new supplier if you want to make a change.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 08:30 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Questions on what's happening with PNEResolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 08:30 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Questions on what's happening with PNE.Resolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: KAA

Date Received: 02/21/2013

Time Received: 08:31 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter.Resolution: Answered questions and gave information.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 08:32 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

██████████  
██████████  
██████████  
  
Windham, NH 03087  
██████████

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter, saw WMUR.Resolution: 2/21/13 8:38 - Gave updated info.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 08:34 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Auburn, NH 03032  
[REDACTED]Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Got PNE letter, saw story on WMUR.Resolution: 2/21/13 8:47 - Gave updated info.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 08:40 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Gilford, NH 03246  
[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter, saw story on WMUR.Resolution: 2/21/13 8:50 - LM that I would call him back.

2/21/13 9:10 - Called him back and explained situation. He already called FP and set things up with them.

2/27/13 9:14 - He called back for clarification of the timing of the change to FP. Explained.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 08:45 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Conway, NH 03818

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter notifying her they are going out of business. Wants to know what to do.

Resolution: Gave information and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 08:47 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Deerfield, NH 03037  
[REDACTED]Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Got PNE letter, saw story on WMUR. Can he change providers, or...?

Resolution: 2/21/13 9:03 - Advised he can change, wait for FP transfer or do nothing. OK, thanks.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 08:49 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Got PNE letter, saw story on WMUR.

Resolution: 2/21/13 8:59 - Gave updated info.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: VM

Date Received: 02/21/2013

Time Received: 08:50 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer LM inquiring about being switched to FPE.

Resolution: Returned call at 8:56am. LM.

11:40am. He returned my call. PNE customer. Rec'd letter. Went over what happened and explained competition and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: KAA

Date Received: 02/21/2013

Time Received: 08:56 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter and has questions about being switched.

Resolution: Answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 09:00 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Keene, NH 03431  
[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

COMPETITION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter and saw story on WMUR.Resolution: 2/21/13 9:18 - LM that I would call her back.

2/21/13 9:38 - Called her back and gave options, along with contact info for other CEPs.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 09:03 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer got letter informing her that she has been switched.Resolution: Answered questions and gave information about other competitors.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 09:05 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Rye, NH 03870

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter informing him he will be switched. Wants to know what to do.

Resolution: Gave information and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 09:06 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Loudon, NH 03301  
[REDACTED]Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

COMPETITION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer wanting to know what to do next.Resolution: 2/21/13 9:26 - Gave options and advised her to call FP one way or the other.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 09:15 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Pembroke, NH 03275

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter switching her to FPT Energy.Resolution: Answered questions and gave information about competition.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 09:18 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Londonderry, NH 03053

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date: 02/22/2013

Comments: LM - Got PNE letter, what now?Resolution: 2/21/13 9:34 - LM VM saying I would call him back later.

2/22/13 2:23 - Spoke to the customer and gave him his options. All set.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 09:23 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanting info about PNE and what is going on.Resolution: gave the requested info

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: KAA

Date Received: 02/21/2013

Time Received: 09:25 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter informing her she was switched.

Resolution: Gave information and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 09:29 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Fremont, NH 03044  
[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

COMPETITION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter and saw story on WMUR. Says Resident gave her incorrect info.

Resolution: 2/21/13 9:55 - Spoke to customer. She says Resident told her that FP was taking, forcefully, the customer from PNE against their will. I explained the situation and what her options were, and gave her #s for other CEPs.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 09:31 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Nashua, NH 03064

[REDACTED]

PSNH acct # [REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date: 02/25/2013

Comments: Got PNE letter. He never signed up with them, opting instead for ENH as of 1/10/13. He called FP and they told him he would be transferred in 60 days, or maybe 22 days. He opted out again with them.

Resolution: 2/21/13 10:01 - I told him I'd check with PSNH to verify supplier status. LM with Sandra for info.

2/21/13 10:33 - Sandra said he's with them as of right now. Nothing showing for ENH so she's checking with the EDI person on that, and to see if PNE is in the history anywhere.

2/21/13 11:04 - Gave Mrs. [REDACTED] the above info and told her I'd call back later on.

2/21/13 11:01 - from Sandra:

This is the info I received on [REDACTED].

The customer was with PNE from 01/28/13 through 02/19/13 (**21 days**), which due to ISO-NE closing the asset for PNE was less than a full read cycle.

PNE was dropped (off cycle) and the customer has automatically been enrolled with Energy Service.

There are no pending enrollments with any competitive suppliers. If the customer wants a new supplier then they will need to contact a supplier of their choice.

The customer, according to the SA history for the SA [REDACTED], has not been with any other supplier other than PNE until PNE was dropped.

2/21/13 2:20 - Spoke to the customer and advised as above. He's sending me a copy of the email from 1/10 in which he opted out for us to use as we see fit.

Closed: Yes

Date Closed: 02/25/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 09:33 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter switching them to FPT. Wants information.Resolution: Gave informaiton and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 10:08 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Got PNE letter, what are the options?Resolution: 2/21/13 10:26 - Gave her the options, advised her to call FP regardless of decision.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 10:08 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer got letter switching them to FPT Energy.Resolution: Gave information about issue and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 10:09 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Newfields, NH 03856

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer, now ENH customer, who wanted to let us know that the Resident Power rep told her that FP backed out of the deal because they were going bankrupt and that the PUC is forcing everyone to go to, and stay with, PSNH.

Resolution: 2/21/13 10:15 - I gave her the correct version of things.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: EH

Date Received: 02/21/2013

Time Received: 10:10 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Unknown

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: EH

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Got 2 letters on same day one from PNH and one from No American Power. Can I switch?

Resolution: Yes.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 10:12 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted to know which competitive company is offering the lowest rates

Resolution: advised that we were not aware of the rates of unregulated companies

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 10:14 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted to know what was going on with PNE---what are his options?

Resolution: gave the caller the info he requested.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 10:17 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Barrington, NH 03825

[REDACTED]

PSNH acct # [REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer, unsure of what's going on.Resolution: 2/21/13 10:21 - I told her I'd check with PSNH to see where they stand.

2/21/13 10:51 - Per PSNH they are with FP as of 2/15/13.

2/21/13 10:57 - Gave customer the info. Advised her to call FP and find out if they're honoring the contract she signed with PNE; if not, what are they charging and what is the ETF. If there is an ETF, call me back. OK.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 10:20 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Caller rec'd letter from PNE switching them to FPT Energy.Resolution: Gave info and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 10:24 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted info about her options as a former PNE customerResolution: gave her the info she needed

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 10:25 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Hollis, NH 03049

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter switching them to FPT Energy.Resolution: Gave information and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 10:28 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Hollis, NH 03049

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter, saw story on WMUR.Resolution: 2/21/13 10:41 - Gave options and #s for other suppliers.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 02/21/2013

Time Received: 10:41 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

██████████

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted info about his options now that PNE is no longer.

Resolution: gave the █████. the info he needed.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 10:42 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted info about what is happening with PNE---What are the options?

Resolution: gave the caller the info he needed

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 10:54 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller confused between PNE and NAP

Resolution: gave the caller the information he needed in order to make an informed decision.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 10:55 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Caller rec'd letter from PNE switching them to FPT Energy.Resolution: Gave info and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 11:02 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted info about what is going on with PNE

Resolution: gave the caller the info she needed

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 11:32 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller seeking info about PNEResolution: gave the caller the desired info

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 11:57 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Auburn, NH 03032

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter, but they just signed up a few weeks ago. What should they do?Resolution: 2/21/13 12:00 - Advised her to call PSNH to verify supply provider; if FP, already switched with contract terms intact. If PSNH, go ahead and shop but call FP either way.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 12:10 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted to know what his options were post-PNEResolution: gave the caller the options

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: MJS

Date Received: 02/21/2013

Time Received: 12:31 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]  
  
Chester, NH 03036  
[REDACTED]  
[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date: 02/25/2013

Comments: PNE customer who just switched wants to know what to do next.Resolution: 2/21/13 2:09 - Sent to PSNH to see who they're with at this point.

2/21/13 2:41 - from Sandra:

The customer is not enrolled with a supplier and there is no pending enrollment or drop on the account. It appears the customer has never been enrolled with a supplier at [REDACTED] Chester NH 03036.

2/21/13 2:48 -Spoke to [REDACTED] and advised her to call FPE and make sure they don't submit to PSNH. Also emailed her the list of other suppliers.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 12:36 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer, now what?Resolution: 2/21/13 2:32 - After discussion he will call FPE and tell them he wants to stay with PSNH.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 01:12 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Manchester, NH 03100

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter changing them to FPE.

Resolution: Answered questions and gave information.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/21/2013

Time Received: 01:34 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Mr has a contract with Resident Power not PNE. He does not care where RES POW gets their power, he feels they should honor the contract.

Resolution: explained we have no jurisdiction. He will go to the AG's office.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 01:35 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Nashua, NH 03060

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer exploring options.Resolution: 2/21/13 1:40 - Gave requested info.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 02:10 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer got letter. Has lots of questions about what she should do now.

Resolution: Explained situation and answered her questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/21/2013

Time Received: 02:29 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Merrimack, NH 03054

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/21/2013

Waiting On Due Date:

---

Comments: received the letter from PNE. What should he do?

Resolution: explained he should call FairPoint to see if their customer yet. If not he defaulted to PSNH on Tues. He then needs to tell FRP if he wants to go to them, go to another supplier or stay with PSNH.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 03:16 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer, what next?Resolution: 2/21/13 3:32 - Explained options.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 02/21/2013

Time Received: 03:33 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Strafford, NH 03884

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller questioning what he should do given that he just agreed to switch to Res Power two weeks ago.

Resolution: gave caller the info he needed to make an informed decision

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/21/2013

Time Received: 03:45 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Derry, NH 03038  
[REDACTED]Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/21/2013

Waiting On Due Date: 02/22/2013

Comments: Mr claims he is with NAP but is got the PNE letter. Claims he never signed up for PNE.

Resolution: explained I will call PSNH to see who his supplier is?

**From:** Quint, Janet**Sent:** Friday, February 22, 2013 8:45 AM**To:** PSNHPUCLiaison@nu.com**Subject:** RE: [REDACTED] - Derry - tel # [REDACTED]

Hi Sandra,

This might be a needle in a haystack. I forgot to get this customer's acct number. He thinks he is a North American Power customer but he got the letter from PNE. If you can find him, could you tell me who his suppliers is or was?

**From:** sandra.gagnon@nu.com [mailto:sandra.gagnon@nu.com] **On Behalf Of** PSNHPUCLiaison@nu.com**Sent:** Friday, February 22, 2013 2:52 PM**To:** Quint, Janet**Subject:** RE: [REDACTED] - Derry - tel # [REDACTED]

Hi Jan,

I show that his supplier is North American Power and Gas as of 2/20/13. Prior to that, he's been with PSNH since 2003.

2-22 3PM explained mr is with NAP. He should be all set.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 03:55 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller requesting info about the PNE situation. "Now what do i do?"

Resolution: gave the caller the info that she needs to make an informed decision.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/22/2013

Time Received: 09:40 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

---

Comments: caller looking for guidance with regard to the move to Fairpoint.

Resolution: gave caller the info as i know it.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/22/2013

Time Received: 10:15 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

---

Comments: caller looking for info about the PNE situationResolution: gave caller the info as I know it.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/22/2013

Time Received: 10:17 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

---

Comments: caller looking for info about PNE situation.Resolution: gave her the info she requested

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/22/2013

Time Received: 10:22 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

---

Comments: caller wanted to comment on the PNE situation.Resolution: caller has checked with Fairpoint and has been assured that he is all set. He will check again on Monday.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 02/22/2013

Time Received: 10:41 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Nashua, NH 03060

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/22/2013

Waiting On Due Date:

Comments: was a PNE, called FRP yesterday and was told he had been switched to them. Then he got the email from Res Power. He then called FRP again today. They still say he is all set. He will come to us with a complaint if he bill is not correct.

Resolution: explained I would document his complaint and hoped everything worked out for him.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 10:55 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

---

Comments: Caller rec'd letter from PNE. Has questions about what to do.

Resolution: Gave information about what happened and answered his questions.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 11:00 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

---

Comments: Caller rec'd letter and email from PNE and Res power. Wants to know what happened.

Resolution: Explained what happened with PNE and answered questions. Recommended as I do to all customers to check with FPT Energy to see if they are one of those who are now with them.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/22/2013

Time Received: 11:58 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Nashua, NH 03060

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/22/2013

Waiting On Due Date:

Comments: PNE customer, what should she do?Resolution: 2/22/13 12:07 - Gave info and emailed document from PUC website.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/22/2013

Time Received: 12:08 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Somersworth, NH 03878  
[REDACTED]Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/22/2013

Waiting On Due Date:

Comments: LM - Am I now free to choose another supplier?Resolution: 2/22/13 12:15 - Called her back. Yes, you are.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/22/2013

Time Received: 12:13 PM

RE: PNE Energy Supply, LLC

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

[REDACTED]

Windham, NH 03087

[REDACTED]

Contact Information

Account #: 56-0035511074

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/22/2013

Waiting On Due Date: 02/27/2013

Comments: This customer is an ENH customer but got a PNE letter and a Residence Power email. Her PSNH bill says ENH Power not PNE.

Resolution: She will call ENH to make sure she is their customer and ignore the letter and email. if she is not a ENH customer, she will call me back.

4PM spoke to ENH and they said she was not their customer. Why is it on the PSNH bill.

**From:** Quint, Janet

**Sent:** Friday, February 22, 2013 4:09 PM

**To:** PSNHPUCLiaison@nu.com

**Subject:** RE: [REDACTED]

This customer thought she had ENH as a supplier. In fact she told me on her bill, it says ENH. She got the PNE letter. So she called me. I told her to call ENH to confirm she was their customer. They said no. Could you verify who her supplier is?

**From:** sandra.gagnon@nu.com [mailto:sandra.gagnon@nu.com] **On Behalf Of** PSNHPUCLiaison@nu.com

**Sent:** Monday, February 25, 2013 8:15 AM

**To:** Quint, Janet

**Subject:** RE: [REDACTED]

Good Morning Jan,

Here's Ms. [REDACTED] supplier history;

PSNH - 1/31/2006-10/28/11

PNE - 10/28/11-11/30/12

ENH - 11/30/12-present

\*Fairpoint Energy - pending enrollment on 2/28/13. Order initiated 2-14.

**From:** Quint, Janet

**Sent:** Monday, February 25, 2013 8:48 AM

**To:** 'jfox@criusenergy.com'

**Subject:** FW: [REDACTED]

Good Morning:

I left you a voicemail regarding this customer. She is an ENH customer. PSNH (see below)says they have order dated 2-14 to change her to Fair Point. She claims she never requested Fair Point. She did get a PNE letter so maybe PNE records show she was still their customer.

Could you please check on this for me?

Thanks.

**From:** Jan Fox [mailto:jfox@criusenergy.com]

**Sent:** Monday, February 25, 2013 9:05 AM

**To:** Quint, Janet

**Subject:** RE: [REDACTED]

Good Morning,

Let me check and I will get back to you.

Thank you

Jan

**From:** Jan Fox [mailto:jfox@criusenergy.com]

**Sent:** Monday, February 25, 2013 11:54 AM

**To:** Quint, Janet

**Cc:** Barbara Clay; Jan Fox

**Subject:** FW: Unbeatable Energy Savings Offer

Janet,

Below is the letter and email that was sent to customers we were told were PNE customers. These customers were identified by PNE in the purchase agreement with FPE. Below you will see the rate we are offering which I believe is below the PNE rate. Please let me know if you have any further questions.

Best,

Jan

**From:** Quint, Janet

**Sent:** Monday, February 25, 2013 12:00 PM

**To:** 'Jan Fox'

**Subject:** RE: Unbeatable Energy Savings Offer

Thanks, this is great. It really helps us talking to customers. Please check on the two examples I gave you. I need to know if there are orders to transfer to FairPoint. Both customers clearly do not feel they placed an order to transfer to FairPoint and neither had PNE.

Thanks.

**From:** Noonan, Amanda  
**Sent:** Tuesday, February 26, 2013 8:14 AM  
**To:** Quint, Janet  
**Subject:** FW: [REDACTED] Account

Jan,

FPE is not questioning the customer's statement that she did not want to switch to PNE. It would appear that the customer list provided to FPE by PNE was not current. As you can see, FPE sent an EDI transaction to cancel, but because their system shows the switch date to be 2 -26-12, they are uncertain if the request will go through. Will you please verify with Sandra that PSNH can cancel the transaction on their end?

Thanks.

**Amanda O. Noonan**

Director, Consumer Affairs  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord NH 03301  
603.271.1164 voice/603-271.3878 fax  
[amanda.noonan@puc.nh.gov](mailto:amanda.noonan@puc.nh.gov) <<mailto:amanda.noonan@puc.nh.gov>>

**From:** Mike Chester [<mailto:mchester@criusenergy.com>] <<mailto:mchester@criusenergy.com>>  
**Sent:** Monday, February 25, 2013 5:21 PM  
**To:** Noonan, Amanda  
**Subject:** [REDACTED] Account

Amanda,

Our system showed the start date for the account you provided as 2.26.13, not the 28. So we logged a cancel but are not sure that it will actually go through, so you may need PSNH to step in and direct them back to ENH.

[REDACTED]

Thanks,  
Mike

Closed: Yes	Date Closed: 02/26/2013	Adjusted Amt: \$0.00
Reopened:	Date Closed:	



Received By: JQ

Date Received: 02/22/2013

Time Received: 12:20 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Manchester, NH 03100

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/22/2013

Waiting On Due Date:

Comments: received letter from PNE. What does she need to do.Resolution: Need to call FRP to see if she has been switched. If not she defaulted to PSNH and needs to choose an energy supplier which includes FRP.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/22/2013

Time Received: 12:30 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Manchester, NH 03100

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/22/2013

Waiting On Due Date:

---

Comments: Mrs got a letter from PNE.Resolution: gave info and list of energy suppliers.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 12:38 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Newport, NH 03773  
[REDACTED]Contact Information

[REDACTED]

Account #: [REDACTED]

Method of Contact: Call

Docket #:

Reason for Contact: SLAM/BOTH

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

Comments: Hi Sandra,

Could you please review the supplier service selection history for this customer and provide it to me? He has filed a slamming complaint against Resident Power, as he claims he was one of the people who got a letter from PNE about them no longer providing service, and he has been switched to Fairpoint Energy. He claims that he never authorized a switch of any kind away from PSNH. If he was switched, I just need to know who he went to and the dates. Is he back with PSNH now? I will then follow up with Resident Power. Thanks for your help.

Kathy

Kathryn A. Akerman, Utility Analyst  
Consumer Affairs Department  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429  
phone 603-271-2431  
fax 603-271-3878

email kathryn.akerman@puc.nh.gov <mailto:kathryn.akerman@puc.nh.gov>

**Resolution:**

From: sandra.gagnon@nu.com [mailto:sandra.gagnon@nu.com] On Behalf Of PSNHPUCLiaison@nu.com  
Sent: Friday, February 22, 2013 3:55 PM  
To: Akerman, Kathryn  
Subject: Re: [REDACTED]

Hi Kathy,

She was signed up with PNE since 2011. We received an EDI enrollment from PNE on 11/7/11 and we confirmed the enrollment on 11/8/11. She had them as a supplier from 12/6/11-2/19/13 and now PSNH is her supplier as of 2/19/13.

\*\*\*\*\*

From: Akerman, Kathryn  
Sent: Tuesday, February 26, 2013 2:40 PM  
To: 'bart.fromuth@felpower.com'  
Subject: [REDACTED], PSNH # [REDACTED]

Good Afternoon,

Please investigate and respond to the above referenced former Resident Power customer's complaint received by this Commission within fourteen business days. This customer claims their account was switched to PNE Energy by Resident Power from PSNH without authorization. If you have authorization for this switch, either by TPV or LOA, please send a copy of that verification, along with your response to this complaint. I have confirmed with PSNH that they processed an order on 11/7/11 which completed on 12/6/11. She was switched back to PSNH on 2/19/13. See the note below that I received from PSNH. Please contact me if you have any questions concerning this complaint. Thank you for your attention to this matter.

Sincerely,

Kathryn A. Akerman, Utility Analyst  
Consumer Affairs Department  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429  
phone 603-271-2431  
fax 603-271-3878  
email kathryn.akerman@puc.nh.gov <mailto:kathryn.akerman@puc.nh.gov>

\*\*\*\*\*

**From:** Akerman, Kathryn  
**Sent:** Wednesday, February 27, 2013 10:19 AM  
**To:** 'Bart Fromuth'  
**Cc:** jtrodier@comcast.net  
**Subject:** RE: [REDACTED], PSNH # [REDACTED]

Good Morning,

Reviewed your response with the customer. They understand and withdrew their complaint. Thank you for the information.

Sincerely,

*Kathryn A. Akerman, Utility Analyst*  
Consumer Affairs Department  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429  
phone 603-271-2431  
fax 603-271-3878  
email [kathryn.akerman@puc.nh.gov](mailto:kathryn.akerman@puc.nh.gov) <<mailto:kathryn.akerman@puc.nh.gov>>

**From:** Bart Fromuth [\[mailto:bart.fromuth@felpower.com\]](mailto:bart.fromuth@felpower.com) <<mailto:bart.fromuth@felpower.com>>  
**Sent:** Tuesday, February 26, 2013 2:47 PM  
**To:** Akerman, Kathryn  
**Cc:** [jtrodier@comcast.net](mailto:jtrodier@comcast.net) <<mailto:jtrodier@comcast.net>>  
**Subject:** RE: [REDACTED], PSNH # [REDACTED]

Hi Kathryn,

We will look into this matter ASAP and get back to you. However we have located the enrollment form with Resident Power, as it relates to this customer (see below).

The form was filled out and submitted to Resident Power on October 5, 2011 at 3:51PM

From: [WebForm@residentpower.com](mailto:WebForm@residentpower.com) <<mailto:WebForm@residentpower.com>>  
[\[mailto:WebForm@residentpower.com\]](mailto:WebForm@residentpower.com) <<mailto:WebForm@residentpower.com>>  
Sent: Wednesday, October 05, 2011 3:51 PM  
To: [WebForm@residentpower.com](mailto:WebForm@residentpower.com) <<mailto:WebForm@residentpower.com>>; Info Resident Power; Cameron Plante; [RPForm@yahoo.com](mailto:RPForm@yahoo.com) <<mailto:RPForm@yahoo.com>>  
Subject: Resident Power Enrollment Form Request

subject: Resident Power Enrollment Form Request

First Name: [REDACTED].

Last Name: [REDACTED]

Company Name:

Service Address:

Service Address2:

Service City:

Service State:

Service Zip:

Email Address: [REDACTED] >

Service Phone: [REDACTED]

Billing Address: [REDACTED]

Billing Address2:

Billing City: NEWPORT

Billing Zip: 03773

Billing State: NH

Residence Type: Home

Sales Person: LS Fuel Co-op

Sales Person Other:

Company Affiliate Program Code:

Utility: PSNH

Key Code: [REDACTED]

Account Number: [REDACTED]

Assistance Program:

Natural Gas: No

Terms Yes: Yes

button: Send Your Enrollment Now

\*\*\*\*\*

11:06am. Customer's wife [REDACTED] called back. Said the switch was not authorized. The order came from her oil company and they did not have her authorization. Need to talk to Amanda about this one to see how far we can push this issue. NOTE: Enrollment form was not signed. Is that a violation?

Closed: Yes

Date Closed: 02/27/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 01:36 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

---

Comments: Caller just spoke with a gentleman here about PNE. She called back because she called Res Power and they told her that Res Power is not going out of business.

Resolution: Discussed at length. She confirmed that she is with PSNH. she wants to remain with PSNH. I assured her that she will as long as she wants to.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 02:07 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

---

Comments: Caller got email and letter from PNE. Does not want to switch to FPT Energy.

Resolution: Discussed what happened and answered questions. Recommended that he call PSNH to make sure he is with them. He will do so.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 02/22/2013

Time Received: 02:23 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

---

Comments: caller wanted info about PNE situation

Resolution: gave her the information

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KNS

Date Received: 02/22/2013

Time Received: 02:40 PM

RE: PNE Energy Supply, LLC

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 02/22/2013

Waiting On Due Date: 02/22/2013

JQ

Comments:

From: PUC

Sent: Friday, February 22, 2013 2:40 PM

To: Raymond, Margaret; Noonan, Amanda

Subject: FW: PNE v. PSNH

Hi Margaret,

I have attached an internet email from our PUC account. Can you please forward it to someone in your department for a response.

Thank you.

Kim

From: [REDACTED]

Sent: Friday, February 22, 2013 1:53 PM

To: PUC

Subject: PNE v. PSNH

Dear PUC,

I am getting conflicting info. from the two opposing parties involved with my electric service.

I signed up with Resident Power to switch my electric supplier, and was informed that I had PNE, and that they were attempting to hand my acct. off to FairPoint but then just this morning, PNE said PSNH wouldn't accommodate this request. So I called PSNH, and they said "that's interesting" they (PNE), were disqualified from doing business in NH?. Can you give me any insight on what's going on bet. them?

Thank you.



\*\*\*\*\*

2/22 Assigned to Jan.

Resolution: 2:50PM - explained to Mr PNE situation. He will call FRP.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/22/2013

Time Received: 02:42 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

Comments: caller wanted info abut PNE situation---wanted to know if the PUC was going to take legal action against Res Power for 'breach of contract'.

Resolution: gave caller the information that he needed, pointing out that the PUC was not going to sue Res Power for breaching their contract with him.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 03:31 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

---

Comments: Caller who did not give her name called to complain that she does not want Fairpoint. She wants PSNH.

Resolution: Answered her questions and explained what happened. Suggested that she contact PSNH. She will do so.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 03:40 PM

RE: PNE Energy Supply, LLC

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

Comments:

Caller who did not wish to give me his name. Former employee of PNE. Knows a lot about PNE and Res Power. Said they are "a bunch of crooks". Told me they are located at the same address, have the same computer system and the same employees. Owners are August and Bart Fromuth. Is sickened by what is happening to all these people. Wants whoever is investigating this issue at the PUC to know about this.

Resolution:

Discussed a bit. He really does wish to remain anonymous. Recommended that he call back and ask to speak with Anne Ross. He will do that. Advised I would document what he told me.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KNS

Date Received: 02/22/2013

Time Received: 03:48 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Patriot Energy  
Emily Chambers

(781)376-1888 x 207  
echambers@patriotenergygroup.com

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 02/22/2013

Waiting On Due Date: 03/08/2013

AON

Comments:

From: PUC  
Sent: Friday, February 22, 2013 3:48 PM  
To: Raymond, Margaret; Noonan, Amanda  
Subject: FW: Transfer from PNE Energy Supply to PSNH Default  
Hi Margaret,  
I have attached an internet email from our PUC account. Can you please forward it to someone in your department for a response.  
Thank you.  
Kim  
From: Emily Chambers [mailto:echambers@patriotenergygroup.com]  
<mailto:[mailto:echambers@patriotenergygroup.com]>  
Sent: Friday, February 22, 2013 3:12 PM  
To: PUC  
Subject: Transfer from PNE Energy Supply to PSNH Default

Consumer Affairs:

Per the information posted on your website regarding the transfer of PNE Energy Supply customers to PSNH's default service, I am writing to request additional information on the implications of this change. Will the PUC be issuing further communication or orders in regards to the transition?

Any information or updates that you can provide would be greatly appreciated.

Thank you.

---

Emily Chambers  
Regulatory Compliance and Legal Specialist  
(P) 781-376-1888 x 207  
(F) 781-376-0519

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\*\*\*\*\*

**Resolution:** See orders issued in DE 13-059 and DE 13-060 on March 1, 2013

Closed: Yes	Date Closed: 03/01/2013	Adjusted Amt: \$0.00
Reopened:	Date Closed:	



**Resident Power / PNE Energy Supply  
DE 13-059 / DE 13-060**

**NH PUC Staff Responses to Data Requests of Resident Power/PNE**

Date Received: March 14, 2013  
Request: RP/PNE – 1-2

Date of Response: March 22, 2013  
Witness: Steven E. Mullen  
Amanda O. Noonan

---

**REQUEST:**

- 1-2 Please provide any and all written customer complaints in your possession relating to or regarding PNE or Resident Power.

**RESPONSE:**

As noted in the response to 1-1, the Commission's Consumer Affairs Division tracks all calls, e-mails and letters received. Calls are entered into a database as contact memos. Calls, e-mails and letters are not categorized separately as complaints. All contact memos recorded in the database regarding PNE or Resident Power were provided to Resident Power and PNE under separate cover on March 21, 2013, at 10:14 a.m.

Received By: RPR

Date Received: 06/22/2012

Time Received: 03:10 PM

RE: PNE Energy Supply, LLC

Glacial Energy-E

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

George M. Stevens Inc.

Jeff Gilman

788-2555

jgilman@geomstevensinsurance.com

Contact Information

Account #: 56-425121001

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

SLAM/LOCAL

Staff Responding: RPR

Date: 06/22/2012

Waiting On Due Date: 06/22/2012

Comments:

caller complains that he was switched to a competitive provider without his agreement, consent or understanding. According to the caller, he was contacted in March or April of this year by someone representing Glacial Energy who told him that he had to switch to a competitive carrier. That he was in "default" if he didn't switch away from PSNH. He said OK. He subsequently received a call from someone, who he thought to be from PSNH who told him that he didn't want to be with Glacial, that he wanted to stay with PSNH. Customer has just learned that he is with PNE Energy supply. Mr. Gilman has spoken to Glacial who claim that he gave verbal permission to switch, and they are to be sending him a tape recording of that conversation. He hasn't contacted PNE yet.

Glacial Energy of New England, Inc.

24 Route 6A, Suites 1, 2 and 3

Sandwich, MA 02563

Phone: 1-877-569-2841

E-mail: [customercare@glacialenergy.com](mailto:customercare@glacialenergy.com) <<mailto:customercare@glacialenergy.com>>Website: [www.glacialenergy.com](http://www.glacialenergy.com) <<http://www.glacialenergy.com>>

PNE Energy Supply, LLC

Trade name: Power New England

392 Hooksett Rd, Suite 3

Auburn, NH

Phone: 1-888-669-1685

E-mail: [Howard.Plante@powernewengland.com](mailto:Howard.Plante@powernewengland.com) <<mailto:Howard.Plante@powernewengland.com>>

Resolution: To Glacial Energy on 6/22/12:

To Whom It May Concern:

Mr. Jeff Gilman of the above named company has filed a complaint alleging that Glacial Energy transferred his electric account away from PSNH without his authorization. Mr. Gilman states that he was told by a telemarketer that he was required to switch carriers from his ?default? provider, Public Service Company of New Hampshire, to a competitive power supplier (CPS) namely Glacial Energy. Mr. Gilman states that he never signed any contract or knowingly agreed to switch providers. This switch is alleged to have occurred in March or April of 2012.

Please provide any and all documentation, as required in Puc Administrative Rule 2000 in support of the switch of the George M. Stevens account away from PSNH.

Thank you,  
Bob Rohnstock  
NH-PUC

To PNE Energy supply LLC on 6/22/12:

Howard Plante  
Dear Mr. Plante,

Mr. Jeff Gilman of the above named company has filed a complaint alleging that PNE Energy Supply LLC transferred his electric account away from PSNH without his authorization. Mr. Gilman states that he was contacted by a telemarketer who represented himself as being a representative of Public Service of New Hampshire and suggesting that he should switch carriers from Glacial Energy back to PSNH. Mr. Gilman states that he was unaware of ever having been a customer of Glacial Energy, and indicated that he did indeed wish to be a PSNH customer. Mr. Gilman now finds himself a customer of PNE Energy Supply LLC, and again alleges that he was switched to PNE Energy Supply without his knowledge. Mr. Gilman states that he never signed any contract or knowingly agreed to switch providers. This switch is alleged to have occurred in April or May of 2012.

Please provide any and all documentation, as required in Puc Administrative Rule 2000 in support of the switch to your company of George M. Stevens LLC.

Thank you,  
Bob Rohnstock  
NH-PUC

Subject: FW: George M. Stevens (149 Main ST. Lancaster, NH 03584)  
Importance: High

Jeff Gilman:  
Mr. Gilman,

As a result of our conversation on 6/22/12, I filed complaints in your name with both Glacial Energy and PNE Energy Supply asking that both companies respond to the complaint by providing the documentation required of competitive suppliers as outlined in Puc Administrative Rule 2000. (You can access these rules at [www.puc.nh.gov](http://www.puc.nh.gov) <<http://www.puc.nh.gov>>, click on Electricity and then on Rules).

Below please find the response from Adam Gusman, Corporate Counsel for Glacial Energy, who has provided a wave file copy of the 3rd party verification that was completed in advance of the switch from PSNH to Glacial.

Additionally, I have included a copy of the response from Bart Fromuth of Resident Power who suggests

that he and others from his company had conversation with you regarding the transfer back from Glacial Energy to PNE/Resident Power.

Based on the information provided, it does not appear that a "Slamming" or unauthorized switching has taken place. I would ask that you listen to the recording as provided by Mr. Gusman and review the statements of Mr. Fromuth and let me know if you feel that there is additional information that is not yet part of the record.

Sincerely,

Bob Rohnstock  
Utility Analyst

-----Original Message-----

From: Adam Gusman [\[mailto:Adam.Gusman@glacialenergy.com\]](mailto:Adam.Gusman@glacialenergy.com)

[<mailto:\[mailto:Adam.Gusman@glacialenergy.com\]>](mailto:Adam.Gusman@glacialenergy.com)

Sent: Tuesday, June 26, 2012 2:33 PM

To: Rohnstock, Bob

Cc: Jessica Evans

Subject: Re: George M. Stevens (149 Main ST. Lancaster, NH 03584)

Importance: High

Mr. Rohnstock,

Glacial Energy of New England, Inc. submits this response to the consumer complaint filed by Mr. Jeff Gilman of George M. Stevens & Sons in Lancaster (the "Customer"). Glacial denies that slamming occurred. Glacial trains all of its telemarketing agents never to give customers the impression that switching to a third-party supplier is required or even encouraged by the PUC. Customer's decision to enroll with Glacial Energy was verified by a third party over the telephone in accordance with New Hampshire PUC rules. Attached for your review please find the recording of the enrollment verification telephone call. Customer affirmatively agreed to pay the fixed rate of 7.627 cents per kWh for the duration of the one-year contract. Also attached is a copy of the Terms of Service applicable to Customer's product.

We trust that this information demonstrates that there was no slamming violation with respect to this Customer. Please feel free to contact me directly if you require further information.

Respectfully Submitted,

Adam Gusman

Corporate Counsel  
Glacial Energy  
24 Route 6A  
Sandwich, MA 02563  
Tel. (202) 421-4855  
Fax (888) 603-7488

---

**From:** Rohnstock, Bob [<mailto:Bob.Rohnstock@puc.nh.gov>] <[mailto:\[mailto:Bob.Rohnstock@puc.nh.gov\]](mailto:[mailto:Bob.Rohnstock@puc.nh.gov])>  
**Sent:** Monday, July 02, 2012 9:08 AM  
**To:** Bart Fromuth  
**Subject:** FW: George M. Stevens Inc. (149 Main St., Lancaster, NH)

Howard Plante:

Dear Sir,

As you can see below, a complaint alleging an authorized switch in carriers has been filed with the New Hampshire Public Utilities Commission. Please provide the required documentation in support of the switch of the George M. Stevens Inc. to PNE Energy Supply LLC.

Thank you,

Bob Rohnstock

NH-PUC

**From:** Bart Fromuth [<mailto:bart.fromuth@felpower.com>]  
**Sent:** Tuesday, July 03, 2012 10:03 AM  
**To:** Rohnstock, Bob  
**Cc:** Howard Plante; [jtrodier@comcast.net](mailto:jtrodier@comcast.net)  
**Subject:** RE: George M. Stevens Inc. (149 Main St., Lancaster, NH)

Bob,

I spoke with Howard, he has been out of the office due to the passing of his mother. Jeff Gilman (George M Stevens) is a Resident Power customer and he was placed with PNE Energy Supply by us. I have actually spoken to Mr. Gilman in the past and so to have my staff. We reached out to him earlier this year when he breached his 12 month contract and switched to Glacial. My staffer Courtney Gomes communicated with him via telephone and he agreed to come back to PNE and Resident Power for a reduced rate and a waiver of the early termination fee, which is why he was re-enrolled. This re-enrollment took place on April 24, 2012 and Mr. Gilman received a confirm to this email address: [JGilman@geomstevensinsurance.com](mailto:JGilman@geomstevensinsurance.com) <<mailto:JGilman@geomstevensinsurance.com>> on that same day.

Prior to his switch to Glacial he had been supplied with PNE since November and he signed up with Resident Power over the web on 7/20/2011.

I will also be sending you some internal emails to back up our claims. One email is from me to PNE, informing them on April 24th that Mr. Gilman was to be re-enrolled per his ok and the other emails are his original sign ups on 7/20/2011.

Hope you have a good 4th Bob and please let me know if you need anything else.

Bart

p.s.

Is there any agency I can turn to in order to report customers who file false complaints?

From: Bart Fromuth [<mailto:bart.fromuth@felpower.com>] <[mailto:\[mailto:bart.fromuth@felpower.com\]](mailto:[mailto:bart.fromuth@felpower.com])>  
Sent: Tuesday, July 03, 2012 10:03 AM  
To: Rohnstock, Bob  
Cc: Howard Plante; [jtrodier@comcast.net](mailto:jtrodier@comcast.net) <<mailto:jtrodier@comcast.net>>

Subject: RE: George M. Stevens Inc. (149 Main St., Lancaster, NH)

Bob,

Jeff Gilman (George M Stevens) is a Resident Power customer and he was placed with PNE Energy Supply by us. I have actually spoken to Mr. Gilman in the past and so to have my staff. We reached out to him earlier this year when he breached his 12 month contract and switched to Glacial. My staffer Courtney Gomes communicated with him via telephone and he agreed to come back to PNE and Resident Power for a reduced rate and a waiver of the early termination fee, which is why he was re-enrolled. This re-enrollment took place on April 24, 2012 and Mr. Gilman received a confirm to this email address:

[JGilman@geomstevensinsurance.com](mailto:JGilman@geomstevensinsurance.com) <<mailto:JGilman@geomstevensinsurance.com>>  
<<mailto:JGilman@geomstevensinsurance.com>> on that same day.

Prior to his switch to Glacial he had been supplied with PNE since November and he signed up with Resident Power over the web on 7/20/2011.

I will also be sending you some internal emails to back up our claims. One email is from me to PNE, informing them on April 24th that Mr. Gilman was to be re-enrolled per his ok and the other emails are his original sign ups on 7/20/2011.

From: Bart Fromuth [<mailto:bart.fromuth@felpower.com>] <[mailto:\[mailto:bart.fromuth@felpower.com\]](mailto:[mailto:bart.fromuth@felpower.com])>  
Sent: Tuesday, July 03, 2012 10:05 AM  
To: Rohnstock, Bob  
Cc: [jtrodier@comcast.net](mailto:jtrodier@comcast.net) <<mailto:jtrodier@comcast.net>>; Howard Plante  
Subject: FW: GEO M Stevens Insurance - PNE/REs PPower

Bob

Here is the internal email that was written after he spoke with Courtney Gomes and agreed to be re-enrolled at a lower rate. Please note the date of the email

Bart

---

From: Bart Fromuth  
Sent: Tuesday, April 24, 2012 11:20 AM  
To: Marianne Vetter  
Subject: GEO M Stevens Insurance - PNE/REs PPower

These accounts tried to drop with Glacial prior to the expiration of their contract

Their owner George Gilman re-enrolled with us today, so lets get him back on for all accounts but reduce his rate to .0799. He had been at .0841

Bart

-----Original Message-----

From: Bart Fromuth [mailto:bart.fromuth@felpower.com]  
Sent: Tuesday, July 03, 2012 10:04 AM  
To: Rohnstock, Bob  
Subject: Jeffrey Gilman Complaint - Enrollment form # 1

-----Original Message-----

From: Bart Fromuth [mailto:bart.fromuth@felpower.com]  
Sent: Tuesday, July 03, 2012 10:04 AM  
To: Rohnstock, Bob  
Cc: jtrodier@comcast.net; Howard Plante  
Subject: Jeffrey Gilman Complaint - Enrollment form #2

-----Original Message-----

From: WebForm@residentpower.com <mailto:WebForm@residentpower.com>  
[mailto:WebForm@residentpower.com] <mailto:[mailto:WebForm@residentpower.com]>  
Sent: Wednesday, July 20, 2011 11:58 AM  
To: Mike Sarro; Bart Fromuth; Cameron Plante; RPForm@yahoo.com <mailto:RPForm@yahoo.com>  
Subject: Resident Power Enrollment Form Request

subject: Resident Power Enrollment Form Request

First Name: Jeffrey

Last Name: Gilman

Company Name:

Service Address: 149 Main Street

Service Address2:

Service City: Lancaster

Service State: New Hampshire

Service Zip: 03584

Email Address: jgilman@geomstevensinsurance.com <mailto:jgilman@geomstevensinsurance.com>

Service Phone:

Billing Address: POB 271

Billing Address2:

Billing City: Lancaster

Billing Zip: 03584

Billing State: NH

Residence Type: Home

Sales Person: Chuck McGee

Sales Person Other:

Company Affiliate Program Code:

Utility: PSNH

Key Code: gilm

Account Number: 56904755006

Assistance Program:

Terms Yes: Yes

button: Send Your Enrollment Now

**From:** Bart Fromuth

**Sent:** Tuesday, April 24, 2012 11:20 AM

**To:** Marianne Vetter

**Subject:** GEO M Stevens Insurance - PNE/REs POver

These accounts tried to drop with Glacial prior to the expiration of their contract

Their owner George Gilman re-enrolled with us today, so lets get him back on for all accounts but reduce his rate to .0799. He had been at .0841

Bart

---

Bart Fromuth

Managing Director

**Resident Power Natural Gas and Electric Solutions**

816 Elm Street

Suite 364



Manchester, NH 03101  
603 232 9293  
603 625 8448 (fax)

-----Original Message-----

From: Rohnstock, Bob  
Sent: Tuesday, July 03, 2012 2:09 PM  
To: 'Jeff Gilman'  
Subject: RE: George M. Stevens (149 Main ST. Lancaster, NH 03584)

Hello Mr. Gilman,

It would appear that PNE/Resident Power are not in a position to be looking to enforce an early termination clause in your contract with them. I would read into Mr. Fromuth's response that your agreement to switch back to them forestalled any inclination that they may have had at billing such fees.

The issue of any claim for early termination fees by Glacial Energy is another issue. As you can see, Atty. Gusman dismisses any suggestion that the sales representative used any misleading tactics to secure a sale. Additionally, the independent 3rd party verification recording would suggest that both parties entered into the agreement without reservation. If continued to be pursued by Glacial, the issue of the enforceability of the contract would be a legal matter.

Sincerely,  
Bob Rohnstock  
NH-PUC

-----Original Message-----

From: Jeff Gilman [mailto:jgilman@geomstevensinsurance.com]  
<mailto:[mailto:jgilman@geomstevensinsurance.com]>  
Sent: Tuesday, July 03, 2012 1:23 PM  
To: Rohnstock, Bob  
Subject: RE: George M. Stevens (149 Main ST. Lancaster, NH 03584)

Hi Bob,

Thank you for your help on this. If I understand it, I was with PNE, then Glacial convinced me to change, then PNE convinced me to change back to them. I don't really care who I am with as the rates seem competitive. I just don't want to incur any early termination penalties, as it seems like I was pulled into both of these situations. Can you shed any light on how I should proceed so that I don't incur penalties?

Thank you. Jeff

Closed: Yes	Date Closed: 07/03/2012	Adjusted Amt: \$0.00
Reopened:	Date Closed:	File Attachments?: <input checked="" type="checkbox"/>

Received By: JQ

Date Received: 12/06/2012

Time Received: 11:45 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Dover, NH 03820

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: BILLING

Staff Responding: JQ

Date: 12/06/2012

Waiting On Due Date:

Comments: Mrs wanted to know the rate of PNE. She changed to them and is being billed .0875 more than PSNH. She says she has contracted with them for a year.

Resolution: explained we do not have their rates. She will find her terms and conditions and read them re her rates. She will call me back if she has any ???S.

Closed: Yes

Date Closed: 12/06/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/20/2013

Time Received: 02:00 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Manchester, NH 03101  
[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/20/2013

Waiting On Due Date: 02/21/2013

Comments: under no circumstances does mr want to default to PSNH. He is a PNE customer.

Resolution:

Last Thursday, ISO NE suspended their market participant status. This means that PNE can no longer operate as a competitive energy provider, and PSNH, as the default service provider, becomes responsible for the load with ISO. ISO provides 3 business days of notice to the default provider. It notified PSNH on Thursday and requested the change occur as soon as practicable but no later than 12:01 am Wednesday (midnight tonight). So the transfer of customers from PNE to FairPoint Energy has hit a rather large snag. Instead of a seamless transition from PNE to FPE upon the meter read, customers will revert today to default service with PSNH. Of the approximately 8,500 residential and small commercial customers that were going to transfer to FPE on their next meter read, 7300 will transfer to default service today. The other approximately 1200 had meter read dates that fell into the small window last week where PSNH was executing the transfer orders submitted by FPE. Those customers will be billed at default service rates (9.54 cents) for usage from today forward.

With PNE's default at ISO, these 7300 customers are no longer PNE customers. We have been working closely and exhaustively with PNE, FPE and Resident Power to provide a second notice to customers that informs them of the switch to default service, what will happen and what action, if any, they need to take. At this point, the what happens and what customers need to do part has not yet been determined. .

explained PNE cannot serve any customers in NH.

He will start to look for a new supplier. He is going to call FRP.

2-21 left a message on VM - he needs to call a new supplier.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/20/2013

Time Received: 02:15 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Allentown, NH 03275

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: RULE/TARIFF

Staff Responding: JQ

Date: 02/20/2013

Waiting On Due Date: 02/21/2013

Comments: Got a letter from PSNH? about defaulting to them. He does not want to default. He called NA Power and they will not take him as a customer.

Resolution: Explained it is a wait and see for now. He should be converting to FRP. I explained I would contact him if I get any more info.

2-21 explained to Mr he needs to call FRP or his a new supplier.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/20/2013

Time Received: 03:29 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 02/20/2013

Waiting On Due Date:

---

Comments: caller wanted to know what was going on with PNE

Resolution: told him what I know and advised him to watch closely

Closed: Yes

Date Closed: 02/20/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 07:59 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Antrim, NH 03440  
[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

---

Comments: LM VM 2/20 8:24 PM.

Saw PNE story on WMUR and is looking for details.

Resolution: 2/21/13 8:12 - Called her back and gave updates.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 08:00 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Questions on PNE-E issueResolution: Answered questions and explained.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 02/21/2013

Time Received: 08:10 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Questions on what's happening with PNE-EResolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 08:10 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter. Has questions about what happened.Resolution: Answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 08:13 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

Comments: Questions on what's happening with PNE.Resolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 08:15 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Questions about what's going on with PNE

Resolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 08:18 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Questions about what's going on with PNE.

Resolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KNS

Date Received: 02/21/2013

Time Received: 08:22 AM

RE: PNE Energy Supply, LLC

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

[REDACTED]

Epping, NH 03042

[REDACTED]

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 02/21/2013

Waiting On Due Date: 02/21/2013

JQ

Comments:

From: PUC

Sent: Thursday, February 21, 2013 8:22 AM

To: Raymond, Margaret; Noonan, Amanda

Subject: FW: Power New England

Hi Margaret,

I have attached an internet email from our PUC account. Can you please forward it to someone in your department for a response.

Thank you.

Kim

From: [REDACTED]

Sent: Thursday, February 21, 2013 7:08 AM

To: PUC

Subject: Power New England

I understand that the PUC had issues with PNE but I do not understand how or why you would give our business to the highest priced power supplier in the State of New Hampshire. Fairpoint Energy had already agreed to accept all of PNE customers in an equitable way. I urge the PUC to reverse their decision and stop the transfer of customers to PSNH, one of the most mismanaged company in New Hampshire. I know PSNH is thrilled to get back their customers at a time when they just raised their power supply rates. I hope that the PUC investigates why the suspension of PNE occurred so quickly without the public's knowledge.

[REDACTED]

Epping, NH

\*\*\*\*\*

2/21 Forwarded email to Jan for response.

Resolution:**From:** Quint, Janet**Sent:** Thursday, February 21, 2013 10:46 AM**To:** [REDACTED]**Subject:** RE: PNE

Good Morning:

The PNE customers had to revert to the default provider (PSNH) in NH because PNE can no longer do business in NH. This is a safeguard in the law so customers would not lose power completely. It takes days to convert to a different supplier.

Please contact the supplier of your choice to change from PSNH to a new supplier if you want to make a change.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 08:30 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Questions on what's happening with PNEResolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 02/21/2013

Time Received: 08:30 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

Comments: Questions on what's happening with PNE.Resolution: Explained and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 08:31 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer rec'd letter.Resolution: Answered questions and gave information.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 08:32 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Windham, NH 03087

[REDACTED]

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter, saw WMUR.Resolution: 2/21/13 8:38 - Gave updated info.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 08:34 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Auburn, NH 03032  
[REDACTED]Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter, saw story on WMUR.Resolution: 2/21/13 8:47 - Gave updated info.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 08:40 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Gilford, NH 03246  
[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter, saw story on WMUR.Resolution: 2/21/13 8:50 - LM that I would call him back.

2/21/13 9:10 - Called him back and explained situation. He already called FP and set things up with them.

2/27/13 9:14 - He called back for clarification of the timing of the change to FP. Explained.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 08:45 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Conway, NH 03818

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter notifying her they are going out of business. Wants to know what to do.

Resolution: Gave information and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 08:47 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Deerfield, NH 03037

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Got PNE letter, saw story on WMUR. Can he change providers, or...?

Resolution: 2/21/13 9:03 - Advised he can change, wait for FP transfer or do nothing. OK, thanks.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 08:49 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter, saw story on WMUR.Resolution: 2/21/13 8:59 - Gave updated info.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: VM

Date Received: 02/21/2013

Time Received: 08:50 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer LM inquiring about being switched to FPE.Resolution: Returned call at 8:56am. LM.

11:40am. He returned my call. PNE customer. Rec'd letter. Went over what happened and explained competition and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 08:56 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter and has questions about being switched.

Resolution: Answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 09:00 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Keene, NH 03431

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

COMPETITION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter and saw story on WMUR.Resolution: 2/21/13 9:18 - LM that I would call her back.

2/21/13 9:38 - Called her back and gave options, along with contact info for other CEPs.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 09:03 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer got letter informing her that she has been switched.

Resolution: Answered questions and gave information about other competitors.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 09:05 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Rye, NH 03870

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer rec'd letter informing him he will be switched. Wants to know what to do.Resolution: Gave information and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 09:06 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Loudon, NH 03301  
[REDACTED]Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

COMPETITION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer wanting to know what to do next.Resolution: 2/21/13 9:26 - Gave options and advised her to call FP one way or the other.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 09:15 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Pembroke, NH 03275

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter switching her to FPT Energy.

Resolution: Answered questions and gave information about competition.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 09:18 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Londonderry, NH 03053

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date: 02/22/2013

Comments: LM - Got PNE letter, what now?Resolution: 2/21/13 9:34 - LM VM saying I would call him back later.

2/22/13 2:23 - Spoke to the customer and gave him his options. All set.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 02/21/2013

Time Received: 09:23 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

Comments: caller wanting info about PNE and what is going on.Resolution: gave the requested info

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 09:25 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer rec'd letter informing her she was switched.Resolution: Gave information and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 09:29 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Fremont, NH 03044  
[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

COMPETITION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter and saw story on WMUR. Says Resident gave her incorrect info.

Resolution: 2/21/13 9:55 - Spoke to customer. She says Resident told her that FP was taking, forcefully, the customer from PNE against their will. I explained the situation and what her options were, and gave her #s for other CEPs.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 09:31 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

██████████  
██████████

Nashua, NH 03064

██████████

PSNH acct # ██████████

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date: 02/25/2013

Comments: Got PNE letter. He never signed up with them, opting instead for ENH as of 1/10/13. He called FP and they told him he would be transferred in 60 days, or maybe 22 days. He opted out again with them.

Resolution: 2/21/13 10:01 - I told him I'd check with PSNH to verify supplier status. LM with Sandra for info.

2/21/13 10:33 - Sandra said he's with them as of right now. Nothing showing for ENH so she's checking with the EDI person on that, and to see if PNE is in the history anywhere.

2/21/13 11:04 - Gave Mrs. ██████████ the above info and told her I'd call back later on.

2/21/13 11:01 - from Sandra:

This is the info I received on ██████████.

The customer was with PNE from 01/28/13 through 02/19/13 (**21 days**), which due to ISO-NE closing the asset for PNE was less than a full read cycle.

PNE was dropped (off cycle) and the customer has automatically been enrolled with Energy Service.

There are no pending enrollments with any competitive suppliers. If the customer wants a new supplier then they will need to contact a supplier of their choice.

The customer, according to the SA history for the SA ██████████, has not been with any other supplier other than PNE until PNE was dropped.

2/21/13 2:20 - Spoke to the customer and advised as above. He's sending me a copy of the email from 1/10 in which he opted out for us to use as we see fit.

Closed: Yes

Date Closed: 02/25/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 09:33 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer rec'd letter switching them to FPT. Wants information.Resolution: Gave information and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 10:08 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer got letter switching them to FPT Energy.Resolution: Gave information about issue and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 10:08 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter, what are the options?Resolution: 2/21/13 10:26 - Gave her the options, advised her to call FP regardless of decision.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: MJS

Date Received: 02/21/2013

Time Received: 10:09 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Newfields, NH 03856

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer, now ENH customer, who wanted to let us know that the Resident Power rep told her that FP backed out of the deal because they were going bankrupt and that the PUC is forcing everyone to go to, and stay with, PSNH.

Resolution: 2/21/13 10:15 - I gave her the correct version of things.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: EH

Date Received: 02/21/2013

Time Received: 10:10 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Unknown

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: EH

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Got 2 letters on same day one from PNH and one from No American Power. Can I switch?

Resolution: Yes.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 10:12 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

Comments: caller wanted to know which competitive company is offering the lowest ratesResolution: advised that we were not aware of the rates of unregulated companies

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 10:14 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

Comments: caller wanted to know what was going on with PNE---what are his options?Resolution: gave the caller the info he requested.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 10:17 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Barrington, NH 03825

PSNH acct # [REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer, unsure of what's going on.Resolution: 2/21/13 10:21 - I told her I'd check with PSNH to see where they stand.

2/21/13 10:51 - Per PSNH they are with FP as of 2/15/13.

2/21/13 10:57 - Gave customer the info. Advised her to call FP and find out if they're honoring the contract she signed with PNE; if not, what are they charging and what is the ETF. If there is an ETF, call me back. OK.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 10:20 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

Comments: Caller rec'd letter from PNE switching them to FPT Energy.Resolution: Gave info and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 10:24 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted info about her options as a former PNE customer

Resolution: gave her the info she needed

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 10:25 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Hollis, NH 03049

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer rec'd letter switching them to FPT Energy.Resolution: Gave information and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: MJS

Date Received: 02/21/2013

Time Received: 10:28 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Hollis, NH 03049

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter, saw story on WMUR.Resolution: 2/21/13 10:41 - Gave options and #s for other suppliers.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 10:41 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

██████████

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted info about his options now that PNE is no longer.

Resolution: gave ██████████ the info he needed.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 10:42 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted info abut what is happening with PNE---What are the options?

Resolution: gave the caller the info he needed

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 10:54 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller confused between PNE and NAP

Resolution: gave the caller the information he needed in order to make an informed decision.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 10:55 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: Caller rec'd letter from PNE switching them to FPT Energy.

Resolution: Gave info and answered questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 11:02 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted info about what is going on with PNEResolution: gave the caller the info she needed

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 11:32 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

Comments: caller seeking info about PNEResolution: gave the caller the desired info

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 11:57 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Auburn, NH 03032

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: Got PNE letter, but they just signed up a few weeks ago. What should they do?Resolution: 2/21/13 12:00 - Advised her to call PSNH to verify supply provider; if FP, already switched with contract terms intact. If PSNH, go ahead and shop but call FP either way.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 02/21/2013

Time Received: 12:10 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller wanted to know what his options were post-PNEResolution: gave the caller the options

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 12:31 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]  
  
Chester, NH 03036  
[REDACTED]  
[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date: 02/25/2013

Comments: PNE customer who just switched wants to know what to do next.Resolution: 2/21/13 2:09 - Sent to PSNH to see who they're with at this point.

2/21/13 2:41 - from Sandra:

The customer is not enrolled with a supplier and there is no pending enrollment or drop on the account. It appears the customer has never been enrolled with a supplier at [REDACTED] Chester NH 03036.

2/21/13 2:48 -Spoke to [REDACTED] and advised her to call FPE and make sure they don't submit to PSNH. Also emailed her the list of other suppliers.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 12:36 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer, now what?Resolution: 2/21/13 2:32 - After discussion he will call FPE and tell them he wants to stay with PSNH.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 01:12 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Manchester, NH 03100

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer rec'd letter changing them to FPE.Resolution: Answered questions and gave information.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/21/2013

Time Received: 01:34 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/21/2013

Waiting On Due Date:

Comments: Mr has a contract with Resident Power not PNE. He does not care where RES POW gets their power, he feels they should honor the contract.

Resolution: explained we have no jurisdiction. He will go to the AG's office.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/21/2013

Time Received: 01:35 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Nashua, NH 03060

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

Comments: PNE customer exploring options.Resolution: 2/21/13 1:40 - Gave requested info.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/21/2013

Time Received: 02:10 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer got letter. Has lots of questions about what she should do now.

Resolution: Explained situation and answered her questions.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/21/2013

Time Received: 02:29 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Merrimack, NH 03054

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/21/2013

Waiting On Due Date:

Comments: received the letter from PNE. What should he do?Resolution: explained he should call FairPoint to see if their customer yet. If not he defaulted to PSNH on Tues. He then needs to tell FRP is he wants to go to them, go to another supplier or stay with PSNH.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: MJS

Date Received: 02/21/2013

Time Received: 03:16 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/21/2013

Waiting On Due Date:

---

Comments: PNE customer, what next?Resolution: 2/21/13 3:32 - Explained options.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 03:33 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Strafford, NH 03884

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller questioning what he should do given that he just agreed to switch to Res Power two weeks ago.

Resolution: gave caller the info he needed to make an informed decision

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/21/2013

Time Received: 03:45 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Derry, NH 03038  
[REDACTED]Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/21/2013

Waiting On Due Date: 02/22/2013

Comments: Mr claims he is with NAP but is got the PNE letter. Claims he never signed up for PNE.

Resolution: explained I will call PSNH to see who his supplier is?

**From:** Quint, Janet**Sent:** Friday, February 22, 2013 8:45 AM**To:** PSNHPUCLiaison@nu.com**Subject:** RE: [REDACTED] - Derry - tel # [REDACTED]

Hi Sandra,

This might be a needle in a haystack. I forgot to get this customer's acct number. He thinks he is a North American Power customer but he got the letter from PNE. If you can find him, could you tell me who his suppliers is or was?

**From:** sandra.gagnon@nu.com [mailto:sandra.gagnon@nu.com] **On Behalf Of** PSNHPUCLiaison@nu.com**Sent:** Friday, February 22, 2013 2:52 PM**To:** Quint, Janet**Subject:** RE: [REDACTED] - Derry - tel # [REDACTED]

Hi Jan,

I show that his supplier is North American Power and Gas as of 2/20/13. Prior to that, he's been with PSNH since 2003.

2-22 3PM explained mr is with NAP. He should be all set.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/21/2013

Time Received: 03:55 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/21/2013

Waiting On Due Date:

---

Comments: caller requesting info about the PNE situation. "Now what do i do?"

Resolution: gave the caller the info that she needs to make an informed decision.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/22/2013

Time Received: 09:40 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

---

Comments: caller looking for guidance with regard to the move to Fairpoint.

Resolution: gave caller the info as i know it.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/22/2013

Time Received: 10:15 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

---

Comments: caller looking for info about the PNE situationResolution: gave caller the info as I know it.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/22/2013

Time Received: 10:17 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

Comments: caller looking for info about PNE situation.Resolution: gave her the info she requested

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 02/22/2013

Time Received: 10:22 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

Comments: caller wanted to comment on the PNE situation.Resolution: caller has checked with Fairpoint and has been assured that he is all set. He will check again on Monday.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/22/2013

Time Received: 10:41 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Nashua, NH 03060

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/22/2013

Waiting On Due Date:

Comments: was a PNE, called FRP yesterday and was told he had been switched to them. Then he got the email from Res Power. He then called FRP again today. They still say he is all set. He will come to us with a complaint if he bill is not correct.

Resolution: explained I would document his complaint and hoped everything worked out for him.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 10:55 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

---

Comments: Caller rec'd letter from PNE. Has questions about what to do.

Resolution: Gave information about what happened and answered his questions.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 11:00 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

Comments: Caller rec'd letter and email from PNE and Res power. Wants to know what happened.

Resolution: Explained what happened with PNE and answered questions. Recommended as I do to all customers to check with FPT Energy to see if they are one of those who are now with them.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/22/2013

Time Received: 11:58 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Nashua, NH 03060

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/22/2013

Waiting On Due Date:

---

Comments: PNE customer, what should she do?Resolution: 2/22/13 12:07 - Gave info and emailed document from PUC website.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/22/2013

Time Received: 12:08 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]  
[REDACTED]

Somersworth, NH 03878  
[REDACTED]Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/22/2013

Waiting On Due Date:

Comments: LM - Am I now free to choose another supplier?Resolution: 2/22/13 12:15 - Called her back. Yes, you are.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/22/2013

Time Received: 12:13 PM

RE: PNE Energy Supply, LLC

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

Windham, NH 03087

Contact Information

Account #: [REDACTED]

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/22/2013

Waiting On Due Date: 02/27/2013

Comments: This customer is an ENH customer but got a PNE letter and a Residence Power email. Her PSNH bill says ENH Power not PNE.

Resolution: She will call ENH to make sure she is their customer and ignore the letter and email. if she is not a ENH customer, she will call me back.

4PM spoke to ENH and they said she was not their customer. Why is it on the PSNH bill.

**From:** Quint, Janet

**Sent:** Friday, February 22, 2013 4:09 PM

**To:** PSNHPUCLiaison@nu.com

**Subject:** RE: [REDACTED]

This customer thought she has ENH as a supplier. In fact she told me on her bill, it says ENH. She got the PNE letter. So she called me. I told her to call ENH to confirm she was their customer. They said no. Could you verify who her supplier is?

**From:** sandra.gagnon@nu.com [mailto:sandra.gagnon@nu.com] **On Behalf Of** PSNHPUCLiaison@nu.com

**Sent:** Monday, February 25, 2013 8:15 AM

**To:** Quint, Janet

**Subject:** RE: [REDACTED]

Good Morning Jan,

Here's Ms. [REDACTED] supplier history;

PSNH - 1/31/2006-10/28/11

PNE - 10/28/11-11/30/12

ENH - 11/30/12-present

\*Fairpoint Energy - pending enrollment on 2/28/13. Order initiated 2-14.

**From:** Quint, Janet

**Sent:** Monday, February 25, 2013 8:48 AM

**To:** 'jfox@criusenergy.com'

**Subject:** FW: [REDACTED]

Good Morning:

I left you a voicemail regarding this customer. She is an ENH customer. PSNH (see below)says they have order dated 2-14 to change her to Fair Point. She claims she never requested Fair Point. She did get a PNE letter so maybe PNE records show she was still their customer.

Could you please check on this for me?

Thanks.

**From:** Jan Fox [mailto:jfox@criusenergy.com]

**Sent:** Monday, February 25, 2013 9:05 AM

**To:** Quint, Janet

**Subject:** RE: [REDACTED]

Good Morning,

Let me check and I will get back to you.

Thank you

Jan

**From:** Jan Fox [mailto:jfox@criusenergy.com]

**Sent:** Monday, February 25, 2013 11:54 AM

**To:** Quint, Janet

**Cc:** Barbara Clay; Jan Fox

**Subject:** FW: Unbeatable Energy Savings Offer

Janet,

Below is the letter and email that was sent to customers we were told were PNE customers. These customers were identified by PNE in the purchase agreement with FPE. Below you will see the rate we are offering which I believe is below the PNE rate. Please let me know if you have any further questions.

Best,

Jan

**From:** Quint, Janet

**Sent:** Monday, February 25, 2013 12:00 PM

**To:** 'Jan Fox'

**Subject:** RE: Unbeatable Energy Savings Offer



Thanks, this is great. It really helps us talking to customers. Please check on the two examples I gave you. I need to know if there are orders to transfer to FairPoint. Both customers clearly do not feel they placed an order to transfer to FairPoint and neither had PNE.

Thanks.

**From:** Noonan, Amanda  
**Sent:** Tuesday, February 26, 2013 8:14 AM  
**To:** Quint, Janet  
**Subject:** FW: [REDACTED] Account

Jan,

FPE is not questioning the customer's statement that she did not want to switch to PNE. It would appear that the customer list provided to FPE by PNE was not current. As you can see, FPE sent an EDI transaction to cancel, but because their system shows the switch date to be 2-26-12, they are uncertain if the request will go through. Will you please verify with Sandra that PSNH can cancel the transaction on their end?

Thanks.

**Amanda O. Noonan**

Director, Consumer Affairs  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord NH 03301  
603.271.1164 voice/603-271.3878 fax  
[amanda.noonan@puc.nh.gov](mailto:amanda.noonan@puc.nh.gov) <<mailto:amanda.noonan@puc.nh.gov>>

**From:** Mike Chester [<mailto:mchester@criusenergy.com>] <<mailto:mchester@criusenergy.com>>  
**Sent:** Monday, February 25, 2013 5:21 PM  
**To:** Noonan, Amanda  
**Subject:** [REDACTED] Account

Amanda,

Our system showed the start date for the account you provided as 2.26.13, not the 28. So we logged a cancel but are not sure that it will actually go through, so you may need PSNH to step in and direct them back to ENH.

[REDACTED]

Thanks,  
Mike

Closed: Yes	Date Closed: 02/26/2013	Adjusted Amt: \$0.00
Reopened:	Date Closed:	

Received By: JQ

Date Received: 02/22/2013

Time Received: 12:20 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Manchester, NH 03100

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/22/2013

Waiting On Due Date:

Comments: received letter from PNE. What does she need to do.Resolution: Need to call FRP to see if she has been switched. If not she defaulted to PSNH and needs to choose an energy supplier which includes FRP.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/22/2013

Time Received: 12:30 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Manchester, NH 03100

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/22/2013

Waiting On Due Date:

---

Comments: Mrs got a letter from PNE.Resolution: gave info and list of energy suppliers.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 12:38 PM

RE: PNE Energy Supply, LLC

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

[REDACTED]

Newport, NH 03773

[REDACTED]

Contact Information

[REDACTED]

Account #: [REDACTED]

Method of Contact: Call

Docket #:

Reason for Contact: SLAM/BOTH

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

Comments: Hi Sandra,

Could you please review the supplier service selection history for this customer and provide it to me? He has filed a slamming complaint against Resident Power, as he claims he was one of the people who got a letter from PNE about them no longer providing service, and he has been switched to Fairpoint Energy. He claims that he never authorized a switch of any kind away from PSNH. If he was switched, I just need to know who he went to and the dates. Is he back with PSNH now? I will then follow up with Resident Power. Thanks for your help.

Kathy

Kathryn A. Akerman, Utility Analyst  
Consumer Affairs Department  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429  
phone 603-271-2431  
fax 603-271-3878

email kathryn.akerman@puc.nh.gov <mailto:kathryn.akerman@puc.nh.gov>

**Resolution:**

From: sandra.gagnon@nu.com [mailto:sandra.gagnon@nu.com] On Behalf Of PSNHPUCLiaison@nu.com  
Sent: Friday, February 22, 2013 3:55 PM  
To: Akerman, Kathryn  
Subject: Re: [REDACTED]

Hi Kathy,

She was signed up with PNE since 2011. We received an EDI enrollment from PNE on 11/7/11 and we confirmed the enrollment on 11/8/11. She had them as a supplier from 12/6/11-2/19/13 and now PSNH is her supplier as of 2/19/13.

\*\*\*\*\*

From: Akerman, Kathryn  
Sent: Tuesday, February 26, 2013 2:40 PM  
To: 'bart.fromuth@felpower.com'  
Subject: [REDACTED], PSNH # [REDACTED]

Good Afternoon,

Please investigate and respond to the above referenced former Resident Power customer's complaint received by this Commission within fourteen business days. This customer claims their account was switched to PNE Energy by Resident Power from PSNH without authorization. If you have authorization for this switch, either by TPV or LOA, please send a copy of that verification, along with your response to this complaint. I have confirmed with PSNH that they processed an order on 11/7/11 which completed on 12/6/11. She was switched back to PSNH on 2/19/13. See the note below that I received from PSNH. Please contact me if you have any questions concerning this complaint. Thank you for your attention to this matter.

Sincerely,

Kathryn A. Akerman, Utility Analyst  
Consumer Affairs Department  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429  
phone 603-271-2431  
fax 603-271-3878  
email kathryn.akerman@puc.nh.gov <mailto:kathryn.akerman@puc.nh.gov>

\*\*\*\*\*

**From:** Akerman, Kathryn  
**Sent:** Wednesday, February 27, 2013 10:19 AM  
**To:** 'Bart Fromuth'  
**Cc:** jtrodier@comcast.net  
**Subject:** RE: [REDACTED], PSNH # [REDACTED]

Good Morning,

Reviewed your response with the customer. They understand and withdrew their complaint. Thank you for the information.

Sincerely,

*Kathryn A. Akerman, Utility Analyst*  
Consumer Affairs Department  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429  
phone 603-271-2431  
fax 603-271-3878  
email [kathryn.akerman@puc.nh.gov](mailto:kathryn.akerman@puc.nh.gov) <<mailto:kathryn.akerman@puc.nh.gov>>

**From:** Bart Fromuth [\[mailto:bart.fromuth@felpower.com\]](mailto:bart.fromuth@felpower.com) <<mailto:bart.fromuth@felpower.com>>  
**Sent:** Tuesday, February 26, 2013 2:47 PM  
**To:** Akerman, Kathryn  
**Cc:** [jtrodier@comcast.net](mailto:jtrodier@comcast.net) <<mailto:jtrodier@comcast.net>>  
**Subject:** RE: [REDACTED], PSNH # [REDACTED]

Hi Kathryn,

We will look into this matter ASAP and get back to you. However we have located the enrollment form with Resident Power, as it relates to this customer (see below).

The form was filled out and submitted to Resident Power on October 5, 2011 at 3:51PM

From: [WebForm@residentpower.com](mailto:WebForm@residentpower.com) <<mailto:WebForm@residentpower.com>>  
[\[mailto:WebForm@residentpower.com\]](mailto:WebForm@residentpower.com) <<mailto:WebForm@residentpower.com>>  
Sent: Wednesday, October 05, 2011 3:51 PM  
To: [WebForm@residentpower.com](mailto:WebForm@residentpower.com) <<mailto:WebForm@residentpower.com>>; Info Resident Power; Cameron Plante; [RPForm@yahoo.com](mailto:RPForm@yahoo.com) <<mailto:RPForm@yahoo.com>>  
Subject: Resident Power Enrollment Form Request

subject: Resident Power Enrollment Form Request

First Name: [REDACTED]

Last Name: [REDACTED]

Company Name:

Service Address:

Service Address2:

Service City:

Service State:

Service Zip:

Email Address: [REDACTED]

Service Phone: [REDACTED]

Billing Address: [REDACTED]

Billing Address2:

Billing City: NEWPORT

Billing Zip: 03773

Billing State: NH

Residence Type: Home

Sales Person: LS Fuel Co-op

Sales Person Other:

Company Affiliate Program Code:

Utility: PSNH

Key Code: [REDACTED]

Account Number: [REDACTED]

Assistance Program:

Natural Gas: No

Terms Yes: Yes

button: Send Your Enrollment Now

\*\*\*\*\*

11:06am. Customer's wife [REDACTED] called back. Said the switch was not authorized. The order came from her oil company and they did not have her authorization. Need to talk to Amanda about this one to see how far we can push this issue. NOTE: Enrollment form was not signed. Is that a violation?

Closed: Yes

Date Closed: 02/27/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 01:36 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

Comments: Caller just spoke with a gentleman here about PNE. She called back because she called Res Power and they told her that Res Power is not going out of business.

Resolution: Discussed at length. She confirmed that she is with PSNH. she wants to remain with PSNH. I assured her that she will as long as she wants to.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: KAA

Date Received: 02/22/2013

Time Received: 02:07 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

Comments: Caller got email and letter from PNE. Does not want to switch to FPT Energy.Resolution: Discussed what happened and answered questions. Recommended that he call PSNH to make sure he is with them. He will do so.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/22/2013

Time Received: 02:23 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

---

Comments: caller wanted info about PNE situation

Resolution: gave her the information

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KNS

Date Received: 02/22/2013

Time Received: 02:40 PM

RE: PNE Energy Supply, LLC

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 02/22/2013

Waiting On Due Date: 02/22/2013

JQ

Comments:

From: PUC

Sent: Friday, February 22, 2013 2:40 PM

To: Raymond, Margaret; Noonan, Amanda

Subject: FW: PNE v. PSNH

Hi Margaret,

I have attached an internet email from our PUC account. Can you please forward it to someone in your department for a response.

Thank you.

Kim

From: [REDACTED]

[REDACTED] ]&gt;

Sent: Friday, February 22, 2013 1:53 PM

To: PUC

Subject: PNE v. PSNH

Dear PUC,

I am getting conflicting info. from the two opposing parties involved with my electric service.

I signed up with Resident Power to switch my electric supplier, and was informed that I had PNE, and that they were attempting to hand my acct. off to FairPoint but then just this morning, PNE said PSNH wouldn't accommodate this request. So I called PSNH, and they said "that's interesting" they (PNE), were disqualified from doing business in NH?. Can you give me any insight on what's going on bet. them?

Thank you.



\*\*\*\*\*

2/22 Assigned to Jan.

Resolution: 2:50PM - explained to Mr PNE situation. He will call FRP.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/22/2013

Time Received: 02:42 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/22/2013

Waiting On Due Date:

Comments: caller wanted info abut PNE situation---wanted to know if the PUC was going to take legal action against Res Power for 'breach of contract'.

Resolution: gave caller the information that he needed, pointing out that the PUC was not going to sue Res Power for breaching their contract with him.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 03:31 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

Comments: Caller who did not give her name called to complain that she does not want Fairpoint. She wants PSNH.

Resolution: Answered her questions and explained what happened. Suggested that she contact PSNH. She will do so.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/22/2013

Time Received: 03:40 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/22/2013

Waiting On Due Date:

Comments: Caller who did not wish to give me his name. Former employee of PNE. Knows a lot about PNE and Res Power. Said they are "a bunch of crooks". Told me they are located at the same address, have the same computer system and the same employees. Owners are August and Bart Fromuth. Is sickened by what is happening to all these people. Wants whoever is investigating this issue at the PUC to know about this.

Resolution: Discussed a bit. He really does wish to remain anonymous. Recommended that he call back and ask to speak with Anne Ross. He will do that. Advised I would document what he told me.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KNS

Date Received: 02/22/2013

Time Received: 03:48 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Patriot Energy  
Emily Chambers

(781)376-1888 x 207  
echambers@patriotenergygroup.com

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 02/22/2013

Waiting On Due Date: 03/08/2013

AON

Comments:

From: PUC  
Sent: Friday, February 22, 2013 3:48 PM  
To: Raymond, Margaret; Noonan, Amanda  
Subject: FW: Transfer from PNE Energy Supply to PSNH Default  
Hi Margaret,  
I have attached an internet email from our PUC account. Can you please forward it to someone in your department for a response.  
Thank you.  
Kim  
From: Emily Chambers [mailto:echambers@patriotenergygroup.com]  
<mailto:[mailto:echambers@patriotenergygroup.com]>  
Sent: Friday, February 22, 2013 3:12 PM  
To: PUC  
Subject: Transfer from PNE Energy Supply to PSNH Default

Consumer Affairs:

Per the information posted on your website regarding the transfer of PNE Energy Supply customers to PSNH's default service, I am writing to request additional information on the implications of this change. Will the PUC be issuing further communication or orders in regards to the transition?

Any information or updates that you can provide would be greatly appreciated.



Thank you.

---

Emily Chambers  
Regulatory Compliance and Legal Specialist  
(P) 781-376-1888 x 207  
(F) 781-376-0519

Patriot Energy  
"The Power Of Choice"

[www.patriotenergygroup.com](http://www.patriotenergygroup.com) <<http://www.patriotenergygroup.com/>>

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\*\*\*\*\*

Resolution: See orders issued in DE 13-059 and DE 13-060 on March 1, 2013

Closed: Yes	Date Closed: 03/01/2013	Adjusted Amt: \$0.00
Reopened:	Date Closed:	

Received By: RPR

Date Received: 02/25/2013

Time Received: 08:28 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/26/2013

Waiting On Due Date:

---

Comments: caller wants info about the competitive choice option now that PNE is out of business

Resolution: gave her the info she needed

Closed: Yes

Date Closed: 02/26/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/25/2013

Time Received: 08:50 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Newmarket, NH 03857

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/25/2013

Waiting On Due Date:

---

Comments: Got the letter from PNE. wants more info. does not want PSNH.

Resolution: gave info and our website.

Closed: Yes

Date Closed: 02/25/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/25/2013

Time Received: 09:18 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Bedford, NH 03110

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 02/25/2013

Waiting On Due Date:

Comments: PNE customer wondering why he's being penalized by high PSNH rates when 1200 customers made it through just fine.

Resolution: 2/25/13 9:27 - Explained the process. PSNH rep gave him entirely wrong info and blamed the PUC for the problems. I explained since we don't regulate PNE or FPE there's no way we could have caused the problem. He says PSNH is dragging their feet and as such is profiting and as such it becomes a PUC issue. No, it doesn't since otherwise he'd be paying nothing for power and how is that fair? He's calling FPE right away.

Closed: Yes

Date Closed: 02/25/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/25/2013

Time Received: 03:51 PM

RE: PNE Energy Supply, LLC

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

Milford, NH 03055

PSNH account #

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: MJS

Date: 02/25/2013

Waiting On Due Date: 02/27/2013

Comments: PNE customer who has evidently been transferred to FPE doesn't wish to be with them. He is angry that the PUC could have allowed this to happen.

Resolution: 2/25/13 3:59 - Reminded him that both PNE and FPE are unregulated competitive utilities and not subject to PUC regulation or oversight, and the transfer was not subject to our approval. Oh. I told him I would verify his supplier with PSNH and we'll go from there.

2/25/13 4:00 - Sent to PSNH.

2/26/13 7:30 - from PSNH:

PSNH - 3/5/01-4/12/12

PNE - 4/12/12-2/14/13

Fairpoint - 2/14/13

2/26/13 8:43 - LM for the customer with supplier info, and read the paragraph from the PNE letter that says the customer can change within 30 days with no cost or ETF.

Closed: Yes

Date Closed: 02/27/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/25/2013

Time Received: 04:22 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/25/2013

Waiting On Due Date:

Comments: caller wanted info about alternative to PNEResolution: gave caller the info about PNE ---he is going to go with NAP and will subscribe to the Green Power option

Closed: Yes

Date Closed: 02/25/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/25/2013

Time Received: 04:28 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/25/2013

Waiting On Due Date:

Comments: customer wanted info about PNE 'fiasco'.Resolution: gave caller the info she requested

Closed: Yes

Date Closed: 02/25/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/26/2013

Time Received: 08:30 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/26/2013

Waiting On Due Date:

---

Comments: caller wants info abut competitive choice.

Resolution: gave caller the info

Closed: Yes

Date Closed: 02/26/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 02/26/2013

Time Received: 10:41 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Manchester, NH 03100  
[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/26/2013

Waiting On Due Date:

Comments: was a PNE customer. What should she do?Resolution: gave info.

Closed: Yes

Date Closed: 02/26/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/26/2013

Time Received: 02:37 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

No Name

Londonderry, NH 03053

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

COMPETITION

Staff Responding: MJS

Date: 02/26/2013

Waiting On Due Date:

Comments: PNE customers, what next?Resolution: 2/26/13 2:42 - Advised them to call PSNH and verify supplier; if FPE they're all set and were transferred. If PSNH they can choose anyone. OK.

Closed: Yes

Date Closed: 02/26/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 02/27/2013

Time Received: 03:30 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Amherst, NH 03031

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 03/01/2013

Waiting On Due Date: 03/05/2013

Comments: LM - PNE customer, read online info, what now?Resolution: 3/1/13 8:41 - LM for customer with brief version of events and that she can select anyone now. Left my direct line for contact.

Closed: Yes

Date Closed: 03/05/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/28/2013

Time Received: 12:19 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

---

Comments: customer wanted info about PNE problemsResolution: gave the caller the info he needed

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/28/2013

Time Received: 12:26 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

---

Comments: caller requesting info about PNE issueResolution: gave the caller the info

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/28/2013

Time Received: 12:27 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

Comments: caller wanted info abut PNE situationResolution: gave caller the info.

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/28/2013

Time Received: 12:28 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

---

Comments: caller wanted info about PNEResolution: gave the caller the info he requested

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/28/2013

Time Received: 12:31 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

---

Comments: caller wanted info about PNE issueResolution: gave caller the info

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 02/28/2013

Time Received: 12:54 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

---

Comments: caller wanted info about PNE situationResolution: gave her the info

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/28/2013

Time Received: 01:01 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

Comments: caller wanted info abut PNE situationResolution: gave the caller the info

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 02/28/2013

Time Received: 03:50 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 02/28/2013

Waiting On Due Date:

---

Comments: Former PNE customer wants to know what his options are now that he is with FPT.

Resolution: Went over options as they have been presented to me. Ok. He will call Fairpoint to confirm his rate.

Closed: Yes

Date Closed: 02/28/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MLR

Date Received: 03/01/2013

Time Received: 07:39 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Keene, NH 03431

[REDACTED]

[REDACTED]

office hours

Contact Information

Account #: [REDACTED]

Method of Contact: Online

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 03/05/2013

Waiting On Due Date: 03/05/2013

RPR

Comments: Breach of Contract Remedy:

1. Resident Power was the broker in this and because of the close association with PNE is not without blame or liability in this matter.

2. PNE required a \$100 fee for a customer to break the contract. Actual damages or no less than \$100 should be expected for each customer with which they broke the contract.

3. A PUC settlement that does not make actual customers damaged by the breach of contract whole is unacceptable.

\*\*\*\*\*

3/5 Assigned to Bob

1. Please contact me with the plan PUC has to hold the companies and senior management accountable.

2. Please email me a copy of this complaint. I do not see a print button on the screen.

3. PSNH has handled the backup transition very well to date.

Regards.

Resolution:

On February 27, 2013, the Electric Division and the Consumer Affairs Division of the New Hampshire Public Utilities Commission (NHPUC) filed a recommendation requesting that the Commission schedule a show cause hearing as to whether Resident Power and/or PNE Energy Supply should be subject to penalties, suspension or revocation of their registrations pursuant to NH Admin. Code Puc 2005.

On February 28, 2013, the Commission issued two orders, DE 13-059 RESIDENT POWER NATURAL GAS & ELECTRIC SOLUTIONS LLC, and DE 13-060 PNE ENERGY SUPPLY LLC initiating an investigation and hearing on penalties and suspension/revocation of the activities of these companies. You can read the orders by accessing the PUC website at [www.puc.nh.gov](http://www.puc.nh.gov) <<http://www.puc.nh.gov>>. You can follow the proceedings in this matter by periodically referencing this webpage.

I have forwarded your suggestion relative to a breach of contract remedy to the Commission Staff for their consideration.

Sincerely,

Robert P. Rohnstock  
Utility Analyst

**Breach of Contract Remedy:**

- 1. Resident Power was the broker in this and because of the close association with PNE is not without blame or liability in this matter.**
- 2. PNE required a \$100 fee for a customer to break the contract. Actual damages or no less than \$100 should be expected for each customer with which they broke the contract.**
- 3. A PUC settlement that does not make actual customers damaged by the breach of contract whole is unacceptable.**

\*\*\*\*\*

- 1. Please contact me with the plan PUC has to hold the companies and senior management accountable.**
- 2. Please email me a copy of this complaint. I do not see a print button on the screen.**
- 3. PSNH has handled the backup transition very well to date.**

Regards.

Closed: Yes

Date Closed: 03/05/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KNS

Date Received: 03/01/2013

Time Received: 08:51 AM

RE: PNE Energy Supply, LLC

392 Hooksett Rd, Suite 3

Auburn, NH 03032

(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 03/05/2013

Waiting On Due Date: 03/05/2013

RPR

Comments:

From: PUC

Sent: Friday, March 01, 2013 8:51 AM

To: Raymond, Margaret; Noonan, Amanda

Subject: FW: PSNH Electrical Supplier Choices

Hi Margaret,

I have attached an internet email from our PUC account. Can you please forward it to someone in your department for a response.

Thank you.

Kim

From: [REDACTED]

Sent: Thursday, February 28, 2013 5:56 PM

To: PUC

Subject: PSNH Electrical Supplier Choices

Dear NH Representative - Public Utilities Commission,

I am hoping that you have some insights about ones current options for accessing our electricity. I was one that "jumped" from PSNH to PNE due to the lure of lower prices. It is my understanding that PNE can no longer be supplier and that my service access has gone back to PSNH. I continue to see ads from other suppliers e.g. Fairpoint Energy, ENH.

My sense as you are presently looking into the practices of PNE, that the best choice would be to stay with PSNH. Of course, as we all know "a penny saved is a penny earned."

Any guidance you may have would be greatly appreciated.  
Thanks for all you do!  
Have a great day,

██████  
\*\*\*\*

3/5 Forwarded email to Bob for response.

Resolution:

**From:** Rohnstock, Bob  
**Sent:** Tuesday, March 05, 2013 11:32 AM  
**To:** ██████████  
**Subject:** ██████████ (inquiry regarding competitive suppliers)

Dear Ms. ████████,

I have received your e-mail and understand that you are a former customer of PNE Energy Supply LLC that has 'defaulted' to PSNH due to the suspension of PNE. While I'm not in a position to recommend one competitive supplier over another, I can share with you what I believe to be the situation with regard to contact information, and in some cases, currently offered rates. As you know, competitive suppliers are not regulated by this Commission and as such they are free to set their rates at their discretion.

ENH Power -- 800-549-6160 -- \$0.728/KwH - fixed until November 30th.  
North American Power - 877-572-1191 -- \$0.729/KwH - 6 month contract  
Fairpoint Energy - 866-842-1084 - for former PNE customers -- \$0.689/KwH --- 12 months  
NextERA Energy - 866-960-4392  
Glacial Energy - 877-569-2841  
People's Power - 855-857-6937

Should you have more questions about competitive choice, you can call me at 603-271-6550.

Good luck,

Bob Rohnstock  
Utility Analyst

\*\*\*\*\*

**From:** Akerman, Kathryn  
**Sent:** Tuesday, March 05, 2013 11:50 AM  
**To:** ██████████  
**Subject:** FW: PSNH Electrical Supplier Choices

Dear Ms. DeBell,

I am responding to your email concerning PNE and competition in the electric industry. I apologize for the delay in responding. I can confirm that this Commission has opened a docket (DE 13-059 if you would like to follow it through our website: [www.puc.nh.gov](http://www.puc.nh.gov) <<http://www.puc.nh.gov>>) to investigate PNE's authorization to sell power in NH being revoked.

Competition in the electric industry has been the law in NH since 2006 but it has only recently been active in the residential market. There are currently 54 companies authorized to offer competitive electric service in NH but as of today, only 6 are competing in the residential market. They are:

ENH Power 1-800-549-6160  
Nextera 1-866-960-4392  
Glacial Energy 1-877-569-2841

Fairpoint Energy 1-866-842-1084  
North American Power 1-877-572-1191  
People's Power and Gas 1-855-857-6937

These are not regulated companies; therefore we do not have their rates on file. You would need to contact them for rate comparisons. I can tell you that typically a customer would be required to sign an agreement, if they wanted to switch to a competitor and could be subject to termination penalty should they choose to switch either to another competitor or back to PSNH before the term of that agreement.

PSNH would remain your delivery carrier and all delivery charges currently being paid to PSNH would continue if you switched to a competitor. Only the "Supply services" part of the bill would be switched to the competitor.

It is my understanding that former PNE customers may switch to another provider within 30 days without incurring any switching penalties or fees from either Fairpoint Energy or PSNH. Please contact our office if you have any questions or if you require any additional information. Thank you.

Sincerely,

*Kathryn A. Akerman, Utility Analyst*  
Consumer Affairs Department  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429  
phone 603-271-2431  
fax 603-271-3878  
email [kathryn.akerman@puc.nh.gov](mailto:kathryn.akerman@puc.nh.gov) <<mailto:kathryn.akerman@puc.nh.gov>>

NOTE: Accidental duplication. Bob and I both sent a response to this customer on the same day. The complaint I believe may have been forwarded to both of us in error. KAA

Closed: Yes	Date Closed: 03/05/2013	Adjusted Amt: \$0.00
Reopened:	Date Closed:	



Received By: JQ

Date Received: 03/01/2013

Time Received: 09:00 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

Loudon, NH 03301

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 03/01/2013

Waiting On Due Date:

---

Comments: was a PNE customer and she did get switched to FPC. Her PNE rate was 7.24. She now wants to go to ENH for 7.29

Resolution: explained she can but she may want to double check what rate FPC will give her.

Closed: Yes

Date Closed: 03/01/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 03/01/2013

Time Received: 11:52 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

Manchester, NH 03102

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 03/01/2013

Waiting On Due Date: 03/05/2013

Comments: Mr. [REDACTED] got a call from Wescom/Westcom about changing suppliers. He's a former PNE who thought he was now with FPE but now isn't sure. PSNH is to blame for all this, he says.

Resolution: 3/1/13 11:59 - I corrected him on where the fault lies. Also advised I would get his supplier history from PSNH to see where he is. OK.

3/1/13 12:08 - Sent to PSNH.

3/4/13 8:28 - from Sandra, see attachment:

Here's his history with suppliers. All of the end dates are -1 day. He's current with Fairpoint.

3/4/13 9:04 - Spoke with Mr. Bergevin and advised as above. Told him to call me if FPE isn't on the next bill.

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

File Attachments?: ☒

Received By: RPR

Date Received: 03/04/2013

Time Received: 12:20 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

---

Comments: caller wanted info abut PNE issueResolution: gave him the info he needed

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 03/04/2013

Time Received: 12:49 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

---

Comments: caller wanted info about PNEResolution: gave the caller the info he needed

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 03/06/2013

Time Received: 02:00 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Public Service Company Of NH  
P.O. Box 330  
Manchester, NH 03105  
(603) 669-4000

Customer Information

[REDACTED]  
[REDACTED]

Auburn, NH 03032  
[REDACTED]

Contact Information

Account #: [REDACTED]

Method of Contact: Call

Docket #:

Reason for Contact: NOTICE/ARRANGE

NOTICE/ARRANGE

Staff Responding: JQ

Date: 03/06/2013

Waiting On Due Date: 03/18/2013

Comments:

mrs was told she had to pay \$ [REDACTED] in full which are PNE charges. She said the rep told her PNE is demanding their money so PSNH had to separate the PNE charges from the PSNH charges. She was told PNE was not willing to take time payments and it was out of PSNH's hands.

She has now transferred to FPC.

Resolution:

From: Quint, Janet  
Sent: Wednesday, March 06, 2013 2:26 PM  
To: PSNHPUCLiaison@nu.com  
Subject: RE: [REDACTED]

Hi,

This customer was told she had to pay \$ [REDACTED] in full which are PNE charges. She said the rep told her PNE is demanding their money so PSNH had to separate the PNE charges from the PSNH charges. She was told PNE was not willing to take time payments and it was out of PSNH's hands.

Could you give me the details on this one? Can the customer be disconnected for unpaid PNE charges? TY

**From:** sandra.gagnon@nu.com [mailto:sandra.gagnon@nu.com] **On Behalf Of** PSNHPUCLiaison@nu.com  
**Sent:** Friday, March 08, 2013 1:24 PM  
**To:** Quint, Janet  
**Subject:** RE: [REDACTED]

Hi Jan,

We do not disconnect on supplier fees per the tariff.

Customer's on budget billing required a special mid cycle read which could not be created mid-month without first removing the customer from budget billing. These customers were sent a special bill with the estimated read, mid cycle. After the special billing, the customers were put back on budget billing BUT there are a few things that should be considered.

**Account Balance**

If there was a balance on the customer's account when they were removed from budget billing (to drop PNE as supplier), the portion of the balance that was delivery charges was redistributed into future budget billing payments when we automatically re-enrolled them in BB (for Ms. [REDACTED] the distribution charges amounted to \$[REDACTED]) BUT the piece of the balance that was supplier charges is left as a balance on the customer's account and must be paid as it cannot be redistributed into future BB payments since PNE is no longer their supplier. In Ms. [REDACTED] case, her current account balance is \$[REDACTED] in fees due to PNE as her old supplier. Those fees need to be paid as soon as possible.

**Adjustment to Budget Payment amounts**

Once she was taken off budget billing, the system reassesses how she was doing and revises her monthly payments if the payments she was previously paying weren't keeping her caught up. Also, the new budget she was put on had to incorporate the \$[REDACTED] worth of delivery fees that were part of her balance when she was removed from budget billing. Therefore her new monthly budget payment is \$[REDACTED]/month.

That amount seems high but this is her usage for the winter.....

Closed: Yes

Date Closed: 03/11/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 03/08/2013

Time Received: 11:56 AM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

[REDACTED]

[REDACTED]

Northfield, NH 03276

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

INFORMATION

Staff Responding: MJS

Date: 03/08/2013

Waiting On Due Date: 03/11/2013

Comments: Was PNE, misinformed as to what happened. Looking for info.Resolution: 3/8/13 12:01 - Explained, and told him I'd get supplier history so he can decide what to do next. OK.

3/8/13 12:03 - Sent to PSNH.

3/8/13 12:51 - See attachment, both accounts with PSNH.

3/8/13 1:35 - Spoke to the customer, who just came across the FPE email offering 6.89/kwh. He'll be calling them straight away.

Closed: Yes

Date Closed: 03/08/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

File Attachments?: ☒

Received By: JQ

Date Received: 03/11/2013

Time Received: 04:02 PM

RE: PNE Energy Supply, LLC  
392 Hooksett Rd, Suite 3  
Auburn, NH 03032  
(888) 669-1685

Customer Information

New Hampton, NH 03256

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 03/11/2013

Waiting On Due Date:

---

Comments: was a PNE customer. wants info about other energy suppliers.

Resolution: gave info about FRP and other energy suppliers. explained our website.

Closed: Yes

Date Closed: 03/11/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 07/19/2011

Time Received: 11:55 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 07/19/2011

Waiting On Due Date:

---

Comments: wants to know about electric choice. She had read the article about Resident Energy.Resolution: gave customer website of residentpower.com.

gave to Amanda - not on our website yet.

Closed: Yes

Date Closed: 07/19/2011

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 10/27/2011

Time Received: 11:00 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: MJS

Date: 10/27/2011

Waiting On Due Date:

---

Comments: Calling to see if the PUC has any complaints on Resident Power before he calls them, both as a business and residential customer.

Resolution: 10/27/11 11:01 - Explained they're not doing residential just yet, and no complaints that I can find.

Closed: Yes

Date Closed: 10/27/2011

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 11/14/2011

Time Received: 11:12 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: MJS

Date: 11/14/2011

Waiting On Due Date:

Comments: Calling for info on Resident Power.Resolution: 11/14/11 11:17 - Explained. She stated that she owns an apartment building for which she pays for all electric services and is looking to cut costs. Directed her to the list on the PUC website as some of the commercial suppliers might be interested based on her usage.

Closed: Yes

Date Closed: 11/14/2011

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 11/21/2011

Time Received: 09:18 AM

RE: Resident Power

Not Selected

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

NORTHERN PASS

Staff Responding: MJS

Date: 11/21/2011

Waiting On Due Date:

Comments: Questions on competitive suppliers and Northern Pass.Resolution: 11/21/11 9:22 - Explained Resident Power and Northern Pass.

Closed: Yes

Date Closed: 11/21/2011

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 12/22/2011

Time Received: 11:28 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Londonderry, NH 03053

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: MJS

Date: 12/22/2011

Waiting On Due Date:

Comments: Looking for info on alternate suppliers.Resolution: 12/22/11 11:30 - Gave Resident Power info and explained dereg.

Closed: Yes

Date Closed: 12/22/2011

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 12/30/2011

Time Received: 02:53 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: MJS

Date: 12/30/2011

Waiting On Due Date:

---

Comments: Caller looking for names of competitive suppliers for residential service.Resolution: 12/30/11 2:56 - Explained no one is currently offering such service and directed him to Resident Power website.

Closed: Yes

Date Closed: 12/30/2011

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/10/2012

Time Received: 02:58 PM

RE: Resident Power

Not Selected

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Ski/Sky LLC

Jim Volinsky

528 Oak St.

406 Washington St.

Newport, NH 03773

Claremont, NH 03743

477-4559

skisky100@comcast.net

Contact Information

863-6064

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

SLAM/LOCAL

Staff Responding: RPR

Date: 02/10/2012

Waiting On Due Date: 02/13/2012

Comments:

caller complains that he is a customer of PSNH who has been switched to Nextera as his energy provider. He has talked with PSNH and has been told that they (PSNH) received an order to switch this customer to Nextera effective November 1, 2011. Nextera has provided the customer with a contract purported to have been signed by an authorized agent of Ski/Sky LLC with the title of Resident Power Account Representative (the actual signature is illegible). Mr. Volinsky states that only he and his wife are authorized to enter into contracts for the business, and that they have no one working for them with the title of Resident Power Account Representative.

Mr. Volinsky wants to take action against NextEra Energy and wants to know how this switch came about.

Advised Mr., I would get back to him.

A copy of the contract is in the File Attachments

Resolution:

**From:** sandra.gagnon@nu.com [mailto:sandra.gagnon@nu.com]

**Sent:** Monday, February 13, 2012 6:25 AM

**To:** Rohnstock, Bob

**Subject:** RE: Independent Supplier

Good Morning Bob,

Pauline Green has been working with this customer and below is the response I received regarding the contract. The changing of suppliers is all done electronically and we don't receive a copy of any contract. The customer's information is sent over to use electronically from the supplier. It appears that in this case all of the customer's information, account number, name key, and site account numbers, were sent over to us. I'm anxious to see what Nextera comes up with for a "contract" because it really appears the this customer did not intend on switching suppliers.

"We don't have any paperwork. Per Aaron Downing in Large Power, all this information is sent over electronically. The original info was sent on 11/2/2011, included the BA, both SA and the customer name key. The customer is adamant that they have not signed a contract and the person they talked to at Nextera told the customer it would take a week or two to get them a copy. There is a note from 2009, when Jim called for supplier info--maybe he gave it to an agent or broker back then and they held on to it and used it to create this "contract"."

Let me know where we should go from here,

*Sandra Gagnon*

Public Service Company of New Hampshire | Energy Park  
Consumer Assistance Administrator | Marketing Support  
(p) 603.634.2940 | (f) [603.634.2449@gagnost@psnh.com](mailto:603.634.2449@gagnost@psnh.com)  
[<mailto:603.634.2449@gagnost@psnh.com>](mailto:603.634.2449@gagnost@psnh.com)

**From:** Rohnstock, Bob  
**Sent:** Thursday, February 16, 2012 10:56 AM  
**To:** 'bart.fromuth@felpower.com'  
**Cc:** 'jrodier@freedomenergy.com'; 'jrodier@comcast.net'  
**Subject:** Ski/Sky LLC., 528 Oak St., Newport, NH 03773

Good Morning Mr. Fromuth,

Mr. Jim Volinsky, of Ski/Sky LLC. has contacted the New Hampshire Public Utilities Commission requesting that an investigation be conducted into the matter of the unauthorized change in his electrical supplier. Mr. Volinsky states that he recently discovered that the Public Service Company of New Hampshire (PSNH) is no longer his electrical supplier; that his account is now being served by Nextera Energy Services NH, LLC.

Mr. Volinsky has provided a copy of a contract which documents an agreement between Ski/Sky LLC and Nextera LLC which bears your signature, and dated 10/25/2011. Mr. Volinsky states that he has never authorized/signed any contract with Resident Power or Nextera LLC.

Puc Administrative Rule 2004.05 Sect. (a), states that as part of a transfer of a customer to a competitive energy supplier, "A CEPS shall not submit a change on behalf of a customer...without first obtaining authorization...consisting of ...the customer's written authorization". Rule 2004.05 also provides an option to the written authorization in the form of third party verification procedure.

In an effort to resolve this matter, I would request that you provide a copy of the written authorization, signed by Mr. Volinsky that documents his intention to change electric suppliers.

Sincerely,

Bob Rohnstock  
Utility Analyst  
NH-PUC

**From:** jrodier@freedomenergy.com [mailto:jrodier@freedomenergy.com]  
**Sent:** Thursday, February 16, 2012 12:09 PM  
**To:** Rohnstock, Bob  
**Subject:** Re: Ski/Sky LLC., 528 Oak St., Newport, NH 03773



Bob, I'll get back to you in a day or two. Jim Rodier

**From:** [Rohnstock, Bob <mailto:Bob.Rohnstock@puc.nh.gov>](mailto:Bob.Rohnstock@puc.nh.gov)

**Sent:** Thursday, February 16, 2012 10:55 AM

**To:** [bart.fromuth@felpower.com <mailto:bart.fromuth@felpower.com>](mailto:bart.fromuth@felpower.com)

**Cc:** [jrodier@freedomenergy.com <mailto:jrodier@freedomenergy.com>](mailto:jrodier@freedomenergy.com) ; [jrodier@comcast.net <mailto:jrodier@comcast.net>](mailto:jrodier@comcast.net)

**Subject:** Ski/Sky LLC., 528 Oak St., Newport, NH 03773

**From:** Bart Fromuth [<mailto:bart.fromuth@felpower.com>]

**Sent:** Thursday, February 16, 2012 2:15 PM

**To:** Rohnstock, Bob

**Cc:** [jrodier@freedomenergy.com](mailto:jrodier@freedomenergy.com); [jrodier@comcast.net](mailto:jrodier@comcast.net); Energy49

**Subject:** RE: Ski/Sky LLC., 528 Oak St., Newport, NH 03773

Bob,

We are compiling information on our end to demonstrate that this enrollment/contract is valid, in compliance with all applicable PUC regulations, and demonstrate that it was executed by either Mr. Volinsky, his wife Andrea or an approved agent of Ski/Sky, LLC d/b/a Scoop City via their signing up with Resident Power.

As the PUC is aware, Resident Power is an aggregation company, not a CEP. Our enrollment form, which has previously been vetted by staff at the PUC, gives us the ability to negotiate and execute electricity supply agreements on our customer's behalf which would explain my signature on the Nextera contract.

Please expect a more detailed and thorough response, including names, dates, times and documents over the next few business days evidencing the customer's affirmative choice and authorization.

Also, please note that Mr. Volinsky never contacted Resident Power with regard to any issue surrounding his contract prior to or subsequent to filing his complaint with the PUC.

Thank you,

Bart Fromuth  
Managing Director  
Resident Power

**From:** Bart Fromuth [<mailto:bart.fromuth@felpower.com>]

**Sent:** Wednesday, February 22, 2012 2:56 PM

**To:** Rohnstock, Bob

**Cc:** [jrodier@freedomenergy.com](mailto:jrodier@freedomenergy.com); [jrodier@comcast.net](mailto:jrodier@comcast.net)

**Subject:** RE: Ski/Sky LLC., 528 Oak St., Newport, NH 03773

Hi Bob,

Please see the actual enrollment form below for Ski/Sky LLC as it appeared in our system. Please let me know if there is anything else I may be able to help with.

Bart

**From:** [WebForm@residentpower.com <mailto:WebForm@residentpower.com>](mailto:WebForm@residentpower.com)  
[<mailto:WebForm@residentpower.com>]

**Sent:** Thursday, October 20, 2011 10:29 AM

**To:** Mike Sarro; Cameron Plante; [RPForm@yahoo.com <mailto:RPForm@yahoo.com>](mailto:RPForm@yahoo.com); Bart Fromuth

**Subject:** Resident Power Enrollment Form Request

subject: Resident Power Enrollment Form Request

First Name: ?  
Last Name: ?  
Company Name: Ski/Sky, LLC  
Service Address: ?  
Service Address2: ?  
Service City: Newport  
Service State: New Hampshire  
Service Zip: ?  
Email Address: ?  
Service Phone: ?  
Billing Address: 528 Oak St.  
Billing Address2:  
Billing City: Newport  
Billing Zip: 03773  
Billing State: NH  
Residence Type: Business  
Sales Person:  
Sales Person Other:  
Company Affiliate Program Code:  
Utility: PSNH  
Key Code: SKIS  
Account Number: 56547151076  
Assistance Program:  
Terms Yes: Yes  
button: Send Your Enrollment Now

**From:** Bart Fromuth [mailto:bart.fromuth@felppower.com]  
**Sent:** Monday, February 27, 2012 12:25 PM  
**To:** Rohnstock, Bob  
**Cc:** Sean Wirth  
**Subject:** RE: Ski/Sky LLC., 528 Oak St., Newport, NH 03773

Bob

My nextera contact is on vacation this week, so I apologize for the delay in reaching someone. I am working on it though and will email you as soon as I have a name and email address

Bart

**From:** Rohnstock, Bob [mailto:Bob.Rohnstock@puc.nh.gov] <mailto:[mailto:Bob.Rohnstock@puc.nh.gov]>  
**Sent:** Thursday, February 23, 2012 12:19 PM  
**To:** Bart Fromuth  
**Subject:** RE: Ski/Sky LLC., 528 Oak St., Newport, NH 03773

Thank you.

**From:** Bart Fromuth [mailto:bart.fromuth@felppower.com] <mailto:[mailto:bart.fromuth@felppower.com]>  
**Sent:** Thursday, February 23, 2012 10:42 AM  
**To:** Rohnstock, Bob  
**Subject:** RE: Ski/Sky LLC., 528 Oak St., Newport, NH 03773

Bob

I have an inquiry in with Nextera about the appropriate contact for you to speak with. I will pass it along to you as soon as I hear back

Bart

**From:** Bart Fromuth [mailto:bart.fromuth@felpower.com]  
**Sent:** Friday, March 02, 2012 10:54 AM  
**To:** Rohnstock, Bob  
**Cc:** jtrodier@comcast.net  
**Subject:** FW: Ski/Sky LLC., Resident Power NH PUC follow up

Bob

See Nextera contact information below. Let me know if I can be of any further assistance

Bart

**From:** Sean Wirth  
**Sent:** Friday, March 02, 2012 10:51 AM  
**To:** Bart Fromuth  
**Subject:** Fwd: Ski/Sky LLC., Resident Power NH PUC follow up

Sent from my iPhone

Begin forwarded message:

**From:** Stuart King <[stuart.king@gexaenergy.com](mailto:stuart.king@gexaenergy.com) <mailto:stuart.king@gexaenergy.com>>  
**Date:** March 2, 2012 10:48:20 AM EST  
**To:** David Doscocil <[david.doscocil@gexaenergy.com](mailto:david.doscocil@gexaenergy.com) <mailto:david.doscocil@gexaenergy.com>>  
**Cc:** "Sean Wirth ([Sean.Wirth@felpower.com](mailto:Sean.Wirth@felpower.com) <mailto:Sean.Wirth@felpower.com>)"  
<[Sean.Wirth@felpower.com](mailto:Sean.Wirth@felpower.com) <mailto:Sean.Wirth@felpower.com>>  
**Subject:** RE: Ski/Sky LLC., Resident Power NH PUC follow up

Sean:

If someone from the NHPUC would like to speak with Nextera about this please have them call me.

My contact information is below.

**Stuart A. King**

Director of Sales - Northeast

Closed: Yes	Date Closed: 03/13/2012	Adjusted Amt: \$0.00
Reopened:	Date Closed:	File Attachments?: <input checked="" type="checkbox"/>

Received By: KAA

Date Received: 02/28/2012

Time Received: 10:20 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: KAA

Date: 02/28/2012

Waiting On Due Date:

Comments: PSNH customer has questions about competition.Resolution: Answered questions. Wants to know rates from Resident power. Rates not filed with us. Gave phone number for Resident Power. She will call them.

Closed: Yes

Date Closed: 02/28/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 03/01/2012

Time Received: 12:01 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Manchester, NH 03101

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 03/01/2012

Waiting On Due Date:

---

Comments: wanted to the number for residence power.Resolution: Gave customer the number.

Closed: Yes

Date Closed: 03/01/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 03/01/2012

Time Received: 04:15 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 03/01/2012

Waiting On Due Date:

---

Comments: wanted info about Residence power.Resolution: explained to Mrs they are registered and I gave her their number.

Closed: Yes

Date Closed: 03/01/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 03/02/2012

Time Received: 09:30 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Bristol, NH 03222

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 03/02/2012

Waiting On Due Date:

Comments: Is Resident Power seen on Channel 9 legit?Resolution: yes they are registered and I gave their number.

Closed: Yes

Date Closed: 03/02/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 03/02/2012

Time Received: 02:51 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Manchester, NH 03101

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 03/02/2012

Waiting On Due Date:

Comments: is Residence power registered in NH.Resolution: yes and gave her the number.

Closed: Yes

Date Closed: 03/02/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 03/05/2012

Time Received: 12:48 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Gilford, NH 03246

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 03/05/2012

Waiting On Due Date:

Comments: caller wanted to know about Resident Power---are they legit, etc.Resolution: gave her the information that I have. She was happy and appreciative

Closed: Yes

Date Closed: 03/05/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 03/06/2012

Time Received: 01:07 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 03/06/2012

Waiting On Due Date:

Comments: caller questioning the Resident Power Ads she has seen on TV. Wants to know how it works.Resolution: explained competition as best I could--she is a very low user of Kwh so her margin of savings is small.

Closed: Yes

Date Closed: 03/06/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 03/08/2012

Time Received: 11:20 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Back Line &amp; Bobbin

Caroline Anstine

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 03/08/2012

Waiting On Due Date:

Comments: caller wanted information about competitive choice specifically about Resident PowerResolution: gave her information as available

Closed: Yes

Date Closed: 03/08/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 03/08/2012

Time Received: 01:50 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 03/08/2012

Waiting On Due Date:

Comments: caller inquiring about Resident PowerResolution: gave her the information as I know it.

Closed: Yes

Date Closed: 03/08/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 03/08/2012

Time Received: 03:26 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Woodstock, NH 03293

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 03/08/2012

Waiting On Due Date:

Comments: caller wanted to know the status of Resident PowerResolution: gave the caller the information

Closed: Yes

Date Closed: 03/08/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 03/15/2012

Time Received: 03:31 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Tilton, NH 03276

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 03/15/2012

Waiting On Due Date: 03/15/2012

Comments:

From: [REDACTED] &gt;]

Sent: Friday, March 09, 2012 6:10 PM

To: customercare@powernewengland.com &lt;mailto:customercare@powernewengland.com&gt;

Cc: puc@puc.nh.gov &lt;mailto:puc@puc.nh.gov&gt;

Subject: [Bulk] important message from a consumer

To Resident Power and PNE:

My husband and I do not wish to have Resident Power/PNE as our electric supplier.

My husband saw some ads on television and visited your website looking for more information. All of a sudden, we received an email giving us a mere three days to make a decision or else we'd automatically be enrolled with Resident Power. We weren't asked to choose to go with Resident Power; instead, it became our responsibility to opt out of the contract. All he was doing was looking for more information.

The email was sent on Wednesday, March 7, 2012 at 12:35 pm giving us just three days to reject/rescind their offer. When my husband called your phone number at 5:25 pm tonight (March 9), there was no answer. He left a voice message, but we are concerned that our message will not be received in a timely manner. The information to contact PNE/Resident Power was vague and hard to find in the email.

I'm also concerned that it's so difficult to contact your business, especially since this is a very serious matter. And, it appears that there is a severe financial penalty if you are enrolled and then cancel. We do not wish to be enrolled. We are retirees on a fixed income and this would be a serious penalty for us.

Therefore, we want it made absolutely clear that we are rescinding the March 7th offer from Resident Power/PNE, and we do not wish to have Resident Power/PNE as our electric supplier.

[REDACTED]  
Tilton, NH 03276  
[REDACTED]

[REDACTED]  
Tilton, NH 03276  
[REDACTED]

<[REDACTED]>

From: Bart Fromuth [mailto:bart.fromuth@felpower.com] <mailto:[mailto:bart.fromuth@felpower.com]>  
Sent: Saturday, March 10, 2012 11:19 AM  
To: customercare@powernewengland.com <mailto:customercare@powernewengland.com>  
Cc: puc@puc.nh.gov <mailto:puc@puc.nh.gov>; [REDACTED] >; Mike Sarro;  
jtrodier@comcast.net <mailto:jtrodier@comcast.net>; [REDACTED]  
Subject: Enrollment with Resident Power  
Importance: High

Ms. [REDACTED]

We take emails such as yours (below) very seriously as does the New Hampshire PUC. Therefore we must make it abundantly clear that your husband ?[REDACTED]? signed up for our program on Saturday 3/3 at 4:42PM. He clearly signed up and clicked the enroll now button and then filled out the form immediately below in yellow. We also captured your IP address so that there can not mistake as to where the enrollment form came from.

We will un-enroll you from the program and opt you out of the new lower electricity rate. However, you should know that there is a 100 dollar cancellation fee for Resident Power, which we will waive this time.

Your email accused us of enrolling you without permission, which was clearly not the case based on the overwhelming evidence to the contrary, so we would appreciate it if you would withdraw your claims with the PUC after reviewing the evidence below and above.

Thank you,

Good Morning,

The below emails were repeatedly sent to the PUC email account over the weekend by both parties. Debra has asked that I forward to you all.

Thanks  
Lori

From: [REDACTED] >  
Sent: Saturday, March 10, 2012 11:26 AM  
To: 'Bart Fromuth'  
Cc: PUC  
Subject: RE: Enrollment with Resident Power

Sir:

I wrote to you regarding [REDACTED] at [REDACTED] in Tilton. My email listed these names.

The [REDACTED] listed below is NOT the person to whom I was referring.

I would hope that you would check your records so [REDACTED] is not affected.

The tone of your email is not reassuring.

[REDACTED]

Tilton, NH 03276

[REDACTED]

Tilton, NH 03276

[REDACTED]

Resolution:

Hello Again Mr. Fromuth,

I'm writing to inquire about the current status of the electric service account of [REDACTED] of Tilton NH. The New Hampshire PUC was copied an e-mail string between Ms. [REDACTED] and yourself. It would appear that there was some confusion between the [REDACTED] of Tilton and the [REDACTED] of Keene.

Can you bring me up to date relative to this matter?

Thanks,

Bob Rohnstock

**From:** Bart Fromuth [mailto:bart.fromuth@felpower.com]

**Sent:** Thursday, March 15, 2012 3:38 PM

**To:** Rohnstock, Bob

**Cc:** jtrodier@comcast.net

**Subject:** RE: confusion surrounding the account of [REDACTED] of Tilton, NH

Bob

The matter is all settled. Charles and Kathleen have acknowledged the mistake was on their end and that they have no problem with Resident Power or the way in which they were enrolled in our program. Mitchells of Keene were accidentally produced in the first query our system ran, but we quickly realized the mistake and produce the correct record for the Tilton Mitchells. This should have all been included in the emails the PUC received.

Please let me know if you have any questions or would like to discuss further.

Thanks

Bart

**From:** Bart Fromuth [mailto:bart.fromuth@felpower.com]

**Sent:** Thursday, March 15, 2012 4:41 PM

**To:** Rohnstock, Bob

**Cc:** jrodier@comcast.net

**Subject:** FW: [REDACTED]

Bob

See below (this one did not CC the PUC, sorry) Ms Mitchell sent a separate email to customer service directly. I am also sending you another email that included the correct customer record.

Thanks

Bart



---

**From:** Mike Sarro  
**Sent:** Monday, March 12, 2012 12:08 PM  
**To:** Bart Fromuth  
**Subject:** FW: [REDACTED]

FYI

**From:** [REDACTED] [\[mailto:kathim@metrocast.net\]](mailto:kathim@metrocast.net) <<mailto:kathim@metrocast.net>>  
**Sent:** Monday, March 12, 2012 11:53 AM  
**To:** Mike Sarro  
**Subject:** RE: PUC Call

Mr. Sarro,

We never filed a formal complaint with the NH PUC.

I merely forwarded them a copy of my emails to Resident Power/PNE for proof that we wanted to opt out.

My fear was that my emails might be "lost in cyberspace" and I'd be told that no opt-out notification had ever been received.

After the flurry of emails on Saturday, I sent an email to the NH PUC explaining why I had forwarded my emails to them and saying that we were not interested in filing a complaint. Additionally, I said that you had been responsive to our concerns over the weekend.

I did suggest to them that an opt-in policy might be less confusing than an opt-out one.

[REDACTED]  
[REDACTED]  
Tilton, NH 03276  
[REDACTED]

<  
[REDACTED]

**From:** Mike Sarro [\[mailto:Mike.Sarro@felpower.com\]](mailto:Mike.Sarro@felpower.com) <<mailto:Mike.Sarro@felpower.com>>  
**Sent:** Monday, March 12, 2012 11:10 AM  
**To:** [REDACTED]  
**Subject:** PUC Call

Good Morning [REDACTED] and [REDACTED],

I was wondering if you had a chance to call and write the PUC to cancel that complaint. I think the email exchange we all had this weekend showed it was just a complete misunderstanding and we all met the Opt Out process. Again we want to reiterate that the PUC is very strict on complaints and it would greatly be appreciated to recall this one since we all agree it wasn't warranted.

Sincerely,

Mike Sarro

Customer Service Mgr.

Resident Power Natural Gas & Electric Solutions, LLC.

816 Elm Street, Suite 364

Manchester, NH 03101

603 232 9293

603-624-8348 (Home Office/Mobile)

603 625 8448 (fax)

[Mike.Sarro@residentpower.com](mailto:Mike.Sarro@residentpower.com) <<mailto:Mike.Sarro@residentpower.com>>

[www.residentpower.com](http://www.residentpower.com)

Closed: Yes

Date Closed: 03/16/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 03/20/2012

Time Received: 09:35 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Concord, NH 03301

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

INFORMATION

Staff Responding: RPR

Date: 03/20/2012

Waiting On Due Date:

Comments: caller wanted info about competition and Resident PowerResolution: gave caller the info

Closed: Yes

Date Closed: 03/20/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 03/20/2012

Time Received: 12:00 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Merrimack, NH 03054

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: REFERRAL

Staff Responding: JQ

Date: 03/20/2012

Waiting On Due Date:

Comments: trying to reach Residence Power.Resolution: gave customer the number for Residence Power.

Closed: Yes

Date Closed: 03/20/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 03/20/2012

Time Received: 12:14 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

INFORMATION

Staff Responding: MJS

Date: 03/20/2012

Waiting On Due Date:

Comments: Caller looking for info on Resident Power.Resolution: 3/20/12 12:17 - Gave info and explained choice.

Closed: Yes

Date Closed: 03/20/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 03/26/2012

Time Received: 09:05 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Manchester, NH 03101

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 03/26/2012

Waiting On Due Date:

Comments: wanted info about Resident Power.Resolution: Explained they are registered.

Closed: Yes

Date Closed: 03/26/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 03/26/2012

Time Received: 10:15 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Berlin, NH 03570

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 03/26/2012

Waiting On Due Date:

Comments: wanted info about Resident Power.Resolution: explained they are registered with us.

Closed: Yes

Date Closed: 03/26/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: REH

Date Received: 03/26/2012

Time Received: 02:44 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: REFERRAL

Staff Responding: KAA

Date: 03/26/2012

Waiting On Due Date:

Comments: Caller trying to reach Resident Power.Resolution: Referred to Resident Power.

Closed: Yes

Date Closed: 03/26/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 03/27/2012

Time Received: 11:12 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 03/27/2012

Waiting On Due Date:

Comments: caller wanting info about competition in general and Resident Power in particularResolution: explained how comp. works in NH  
caller is going to check into ResPower and will call me back.

Closed: Yes

Date Closed: 03/27/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 03/29/2012

Time Received: 09:35 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Female Caller

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: REFERRAL

Staff Responding: JQ

Date: 03/29/2012

Waiting On Due Date:

Comments: thought she was calling Residence Power.Resolution: gave customer residence power number.

Closed: Yes

Date Closed: 03/29/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 03/29/2012

Time Received: 11:33 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Hooksett, NH 03106

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 03/29/2012

Waiting On Due Date:

Comments: caller wanting info about Resident PowerResolution: gave caller requested info.

Closed: Yes

Date Closed: 03/29/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 03/29/2012

Time Received: 01:56 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Hooksett, NH 03106

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 03/29/2012

Waiting On Due Date:

Comments: caller wanted info abut Resident PowerResolution: gave caller the info she requested

Closed: Yes

Date Closed: 03/29/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 03/30/2012

Time Received: 09:48 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Nashua, NH 03060

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

COMPETITION

Staff Responding: RPR

Date: 03/30/2012

Waiting On Due Date:

Comments: caller wanted the information about ResPower---how it works , legitimate ? , etc.Resolution: gave caller the info

Closed: Yes

Date Closed: 03/30/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 03/30/2012

Time Received: 11:20 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Salem, NH 03079

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 03/30/2012

Waiting On Due Date:

Comments: caller seeking info about RespowerResolution: gave him the info

Closed: Yes

Date Closed: 03/30/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/02/2012

Time Received: 01:20 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Meredith, NH 03253

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/02/2012

Waiting On Due Date:

Comments: caller wanting info about Res PowerResolution: gave call the requested info about ResPower

Closed: Yes

Date Closed: 04/02/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/09/2012

Time Received: 09:09 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Belmont, NH 03220

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/09/2012

Waiting On Due Date:

Comments: caller wanted info on competitive choiceResolution: gave caller the info

Closed: Yes

Date Closed: 04/09/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: KNS

Date Received: 04/11/2012

Time Received: 08:23 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 04/11/2012

Waiting On Due Date: 04/11/2012

RPR

Comments:

From: Smith, Kim On Behalf Of PUC  
Sent: Wednesday, April 11, 2012 8:23 AM  
To: Raymond, Margaret; Noonan, Amanda  
Subject: FW: Resident Power

Hi Margaret,  
I have attached an internet email from our PUC account. Can you please forward it to someone in your department for a response.  
Thank you.  
Kim

From: [REDACTED]  
Sent: Tuesday, April 10, 2012 8:57 PM  
To: PUC  
Subject: Resident Power

Dear Public Utilities Commission:

I am a resident of NH and I received an ad in the mail from a company ResidentPower.com. I am interested in the ad, but are they for real? Have you heard of this company, and are they reputable? Your help is greatly appreciated.

Thanks,

[REDACTED]

\*\*\*\*\*

4/11 Forwarded email to Bob for response.

Resolution:

**From:** Rohnstock, Bob  
**Sent:** Wednesday, April 11, 2012 9:23 AM  
**To:** [REDACTED]  
**Subject:** Resident Power

[REDACTED]

Resident Power is a 'certified' competitive power supplier (CPS) in the State of New Hampshire. As of this date, I believe that Resident Power is the only CPS in the State to target the residential market. Contact information for Resident Power is as follows:

**Resident Power Natural Gas and Electric Solutions, LLC**

Trade Name: Resident Power Natural Gas  
and Electric Solutions, LLC

816 Elm Street  
Suite 364

Manchester, NH 03101

Tel: (603) 232 9293, 877-248-1478

Fax: (603) 625 8448 (fax)

Email: [info@residentpower.com](mailto:info@residentpower.com) <<mailto:info@residentpower.com>>

Regards,

Bob Rohnstock  
NH-PUC

**From:** [REDACTED]

**Sent:** Wednesday, April 11, 2012 10:31 AM

**To:** Rohnstock, Bob

**Subject:** Re: Resident Power

Thanks Bob. Hearing it from the Public Utilities Commission is a relief for me. Now I can check them out with confidence.

Thanks,

[REDACTED]

Closed: Yes

Date Closed: 04/11/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/11/2012

Time Received: 01:30 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/11/2012

Waiting On Due Date:

Comments: caller wanted info on ResPowerResolution: gave info.

Closed: Yes

Date Closed: 04/11/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 04/11/2012

Time Received: 02:02 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 04/11/2012

Waiting On Due Date:

Comments: wanted to know if resident power is legit?Resolution: I explained they are registered her at the PUC.

Closed: Yes

Date Closed: 04/11/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/11/2012

Time Received: 03:09 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Merrimack, NH 03054

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/11/2012

Waiting On Due Date:

Comments: caller wanted info on REs PowerResolution: gave info.

Closed: Yes

Date Closed: 04/11/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/12/2012

Time Received: 09:22 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/12/2012

Waiting On Due Date:

Comments: caller wanted the tel # for Resident PowerResolution: gave caller the number

Closed: Yes

Date Closed: 04/12/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/12/2012

Time Received: 10:16 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/12/2012

Waiting On Due Date:

Comments: caller wanted info on REsPowerResolution: gave the caller the info

Closed: Yes

Date Closed: 04/12/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 04/12/2012

Time Received: 10:30 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Bristol, NH 03222

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 04/12/2012

Waiting On Due Date:

Comments: wanted info about resident power.Resolution: explained they are registered and gave tn.

Closed: Yes

Date Closed: 04/12/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 04/12/2012

Time Received: 12:30 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

NORTHERN PASS

Staff Responding: JQ

Date: 04/12/2012

Waiting On Due Date:

Comments: wanted to know if Residence Power would save energy and protect the planet. Also would it stop Northern Pass.Resolution: explained no to Northern pass and suggested she call RP to ask where they get their energy.

Closed: Yes

Date Closed: 04/12/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/12/2012

Time Received: 02:26 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/12/2012

Waiting On Due Date:

Comments: caller wants info about ResPowerResolution: gave info as requested

Closed: Yes

Date Closed: 04/12/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 04/12/2012

Time Received: 04:07 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Tilton, NH 03276

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 04/12/2012

Waiting On Due Date:

Comments: wanted to know if Residence Power was legal.Resolution: explained they are registered and gave her their number.

Closed: Yes

Date Closed: 04/12/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 04/13/2012

Time Received: 10:06 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Rye, NH 03870

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MJS

Date: 04/13/2012

Waiting On Due Date:

Comments: Caller checking to make sure Resident Power is legitimate.Resolution: 4/13/12 10:08 - Explained they are registered with us and do currently have active customers. OK, she will call them for more info.

Closed: Yes

Date Closed: 04/13/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 04/13/2012

Time Received: 10:12 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Durham, NH 03824

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JB

Date: 04/13/2012

Waiting On Due Date:

Comments: What info can we tell him about Residence PowerResolution: explained they are registered and call them and research them.

Closed: Yes

Date Closed: 04/13/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 04/13/2012

Time Received: 02:30 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Bedford, NH 03110

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 04/13/2012

Waiting On Due Date:

Comments: Mrs received a flyer from Residence Power in her door. Are they legit?Resolution: Explained they are registered.

Closed: Yes

Date Closed: 04/13/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 04/16/2012

Time Received: 10:01 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Claremont, NH 03743

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 04/16/2012

Waiting On Due Date:

Comments: Wanted info about Residence Power.Resolution: explained they are registered. Also explained where they were on our website. Gave him the docket number for their registration and how to find their docket.

Closed: Yes

Date Closed: 04/16/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/16/2012

Time Received: 10:54 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Hollis, NH 03049

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/16/2012

Waiting On Due Date:

Comments: caller wanted info about ResPowerResolution: gave info

Closed: Yes

Date Closed: 04/16/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 04/16/2012

Time Received: 01:15 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/16/2012

Waiting On Due Date:

Comments: caller wanted info on ResPowerResolution: gave info to caller.

Closed: Yes

Date Closed: 04/16/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 04/18/2012

Time Received: 11:30 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Bedford, NH 03110

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 04/19/2012

Waiting On Due Date:

Comments: Mrs got a postcard from Residence Power saying they can save her 20%. Are they legit?Resolution: explained they are registered.

Closed: Yes

Date Closed: 04/19/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 04/18/2012

Time Received: 02:51 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Derry, NH 03038

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 04/19/2012

Waiting On Due Date:

Comments: Wants to know if Residence Power is a scam?Resolution: explained they are registered and gave her their number.

Closed: Yes

Date Closed: 04/19/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 04/19/2012

Time Received: 04:19 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

New Ipswich, NH 03071

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 04/19/2012

Waiting On Due Date:

Comments: mr calling about electric competition and Residence Power.Resolution: gave Mr info and Residence Power number. He is concerned about too much trimming. Explained that would not change the trimming schedule.

Closed: Yes

Date Closed: 04/19/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/24/2012

Time Received: 09:48 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Portsmouth, NH 03801

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/24/2012

Waiting On Due Date:

Comments: caller wanting info re: ResPowerResolution: gave caller the info requested.

Closed: Yes

Date Closed: 04/24/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/24/2012

Time Received: 10:11 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Laconia, NH 03246

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/26/2012

Waiting On Due Date:

Comments: caller wanted info about ResPowerResolution: gave info about competition

Closed: Yes

Date Closed: 04/26/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/25/2012

Time Received: 09:41 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/26/2012

Waiting On Due Date:

Comments: caller wanted info about ResPowerResolution: gave caller info about competition

Closed: Yes

Date Closed: 04/26/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/25/2012

Time Received: 09:43 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/26/2012

Waiting On Due Date:

Comments: caller wanted info about RESPOWERResolution: gave caller info about competition

Closed: Yes

Date Closed: 04/26/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 04/25/2012

Time Received: 10:00 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Windham, NH 03087

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 04/25/2012

Waiting On Due Date:

Comments: wanted info about Residence Power.Resolution: explained electric competition

Closed: Yes

Date Closed: 04/25/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/25/2012

Time Received: 10:06 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Bedford, NH 03110

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/26/2012

Waiting On Due Date:

Comments: caller wanted info about ResPowerResolution: gave info about competition

Closed: Yes

Date Closed: 04/26/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 04/26/2012

Time Received: 09:36 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 04/26/2012

Waiting On Due Date:

Comments: caller wanted info about RESPOWERResolution: gave caller info about competition and choice

Closed: Yes

Date Closed: 04/26/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 05/02/2012

Time Received: 10:15 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Hooksett, NH 03106

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 05/02/2012

Waiting On Due Date:

Comments: wanted info on Residence Power. They offered him a 9% savings but a year contract.Resolution: explained they are registered.

Closed: Yes

Date Closed: 05/02/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/02/2012

Time Received: 10:22 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/02/2012

Waiting On Due Date:

Comments: caller wanted info for ResPowerResolution: gave caller the info

Closed: Yes

Date Closed: 05/02/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 05/02/2012

Time Received: 04:11 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Hollis, NH 03049

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 05/02/2012

Waiting On Due Date:

Comments: Mrs got a flyer from Residence Power. Are they for real?Resolution: explained yes they are registered and make sure you understand what they are promising.

Closed: Yes

Date Closed: 05/02/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/03/2012

Time Received: 08:35 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/03/2012

Waiting On Due Date:

Comments: caller inquiring about Res. PowerResolution: gave caller the information requested

Closed: Yes

Date Closed: 05/03/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 05/03/2012

Time Received: 10:39 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Manchester, NH 03103

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: MJS

Date: 05/03/2012

Waiting On Due Date:

Comments: Wanted info on dereg & Resident Power.Resolution: 5/3/12 10:42 - Gave info.

Closed: Yes

Date Closed: 05/03/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 05/07/2012

Time Received: 10:37 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/07/2012

Waiting On Due Date:

Comments: caller requested info about competitionResolution: gave caller the info.

Closed: Yes

Date Closed: 05/07/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/09/2012

Time Received: 12:41 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Diane Wyman

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/09/2012

Waiting On Due Date:

Comments: caller wants info about Res. PowerResolution: gave requested info about competition.

Closed: Yes

Date Closed: 05/09/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: OCA

Date Received: 05/10/2012

Time Received: 03:58 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 05/24/2012

Waiting On Due Date: 05/24/2012

RPR

Comments:

From: Noonan, Amanda  
Sent: Thursday, May 24, 2012 9:08 AM  
To: Raymond, Margaret  
Subject: FW: Resident Power  
Oops, this one got lost in my e-mail.  
Amanda O. Noonan  
Director, Consumer Affairs  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord NH 03301  
603.271.1164 voice/603-271.3878 fax  
amanda.noonan@puc.nh.gov <mailto:amanda.noonan@puc.nh.gov>

From: OCA Website Mail Account  
Sent: Thursday, May 10, 2012 3:58 PM  
To: Noonan, Amanda  
Cc: Hollenberg, Rorie  
Subject: Resident Power  
Please see below.  
Christina Piccione Martin  
Legal Assistant  
Office of Consumer Advocate  
21 S. Fruit Street, Ste 18

Concord, NH 03301  
603-271-1172 phone  
www.oca.nh.gov <http://www.oca.nh.gov>

Statement of Confidentiality

The information contained in this electronic message and any attachments to this message may contain confidential or privileged information and are intended for the exclusive use of the intended recipient(s). Please notify the sender immediately at (603) 271-1172 or christina.martin@oca.nh.gov <mailto:suzanne.amidon@puc.nh.gov> if you are not the intended recipient, and destroy all copies of this electronic message and any attachments. Thank you.

From: [REDACTED] <mailto:[REDACTED]>  
Sent: Wednesday, May 09, 2012 10:31 PM  
To: OCA Website Mail Account  
Subject: Resident Power

Hello,

I am fed up with PSNH and am considering switching to Resident Power for our electricity needs. Is this a legitimate company? If there is a power outage (or should I say, when there is a power outage!) will we be treated the same as PSNH customers for restoration? Is there anything I should look out for/be concerned about with regard to signing up with this company? I am leery because one has to commit for a year when signing up.

Thank you for any information you can provide,

[REDACTED]  
\*\*\*\*\*

5/24 Forwarded to Bob for response.

Resolution:

**From:** Rohnstock, Bob  
**Sent:** Thursday, May 24, 2012 10:51 AM  
**To:** [REDACTED]  
**Subject:** Resident Power Competitive Choice.

Good Morning Ms. [REDACTED],

By way of answering your questions concerning Resident Power:

***Is this a legitimate company?***

**Yes.** Resident Power is a 'certified' 'competitive power supplier'. While 'certified' by this Commission, they are not regulated by this Commission.

***If there is a power outage (or should I say, when there is a power outage!) will we be treated the same as PSNH customers for restoration?***

**Yes.** Should you choose to become a customer of a competitive supplier, you will remain a customer of PSNH for the 'delivery' portion of the service. As such, PSNH owns and maintains the poles, cables, transformers, etc. over which electricity is delivered.

***Is there anything I should look out for/be concerned about with regard to signing up with this company?***

As mentioned previously, competitive suppliers are not regulated by the New Hampshire Public Utilities Commission. As such, the same reporting requirements that would apply to 'default' providers (PSNH) are not 'in play' with competitive suppliers. This fact notwithstanding, I'm not aware of any customer dissatisfaction with Resident Power.

***I am leery because one has to commit for a year when signing up.***

**Yes,** most companies require at least a 12 month contract (some 24-36 months). This isn't necessarily a bad thing, as it is the only way for you to "fix" the rate. Without a contract, you could be subject to rate adjustments at the discretion of the supplier. Be aware as well that most

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**contracts include penalties for early termination.**

I hope that I have answered your questions. Should you have any more, don't hesitate to contact me.

Sincerely,  
Bob Rohnstock  
Utility Analyst  
NH-PUC

Closed: Yes	Date Closed: 05/24/2012	Adjusted Amt: \$0.00
Reopened:	Date Closed:	

Received By: RPR

Date Received: 05/14/2012

Time Received: 08:20 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/14/2012

Waiting On Due Date:

Comments: caller wanted info about ReesPowerResolution: gave her info about competitive choice

Closed: Yes

Date Closed: 05/14/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/14/2012

Time Received: 01:08 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/14/2012

Waiting On Due Date:

Comments: caller wanted info about ResPowerResolution: gave him the info about competition

Closed: Yes

Date Closed: 05/14/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/15/2012

Time Received: 04:18 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/15/2012

Waiting On Due Date:

Comments: caller wanted info about ResPowerResolution: gave caller info about competition

Closed: Yes

Date Closed: 05/15/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 05/17/2012

Time Received: 04:19 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Dover, NH 03820

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 05/17/2012

Waiting On Due Date:

Comments: wanted to know if Residence Power was legit?Resolution: explained they are registered with us and gave her the tel number.

Closed: Yes

Date Closed: 05/17/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 05/18/2012

Time Received: 03:47 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Rindge, NH 03461

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 05/18/2012

Waiting On Due Date:

Comments: Mr called and wanted to know if Residence Power is legit. He does not want to be scammed.Resolution: explained res power is registered.

Closed: Yes

Date Closed: 05/18/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 05/18/2012

Time Received: 04:14 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Wilton, NH 03086

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 05/18/2012

Waiting On Due Date:

Comments: wanted to know if Residence Power is legit. Are they approved by PUC?Resolution: explained Residence Power is registered as of 6-28-2011.

Closed: Yes

Date Closed: 05/18/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/21/2012

Time Received: 08:53 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/21/2012

Waiting On Due Date:

Comments: caller wanted info about RespowerResolution: gave caller info about competition (choice)

Closed: Yes

Date Closed: 05/21/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 05/21/2012

Time Received: 11:25 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Exeter, NH 03833

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 05/21/2012

Waiting On Due Date:

Comments: only hears Residence Power ads comparing PSNH rates. How do their rates compare to Unitil?Resolution: referred to Residence Power for rates.

Closed: Yes

Date Closed: 05/21/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/21/2012

Time Received: 11:33 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/21/2012

Waiting On Due Date:

Comments: caller wanted info about competition and ResPowerResolution: gave her the info requested

Closed: Yes

Date Closed: 05/21/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/21/2012

Time Received: 11:49 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Lighthouse B&amp;B

Mike

Freedom, NH 03836

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/21/2012

Waiting On Due Date:

Comments: caller wanted info about ResPowerResolution: gave the caller the desired info

Closed: Yes

Date Closed: 05/22/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/21/2012

Time Received: 03:09 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

598-3466

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/21/2012

Waiting On Due Date:

Comments: Caller wanted info about Respoer and competitionResolution: gave the caller the info requested about competition and ResPOwer

Closed: Yes

Date Closed: 05/21/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 05/21/2012

Time Received: 03:16 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/21/2012

Waiting On Due Date:

Comments: caller requesting info about competitionResolution: gave the requested info to the customer.

Closed: Yes

Date Closed: 05/21/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/21/2012

Time Received: 03:20 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/21/2012

Waiting On Due Date:

Comments: caller requesting info about REsPowerResolution: gave the caller the info requested

Closed: Yes

Date Closed: 05/21/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 05/22/2012

Time Received: 04:00 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: REFERRAL

Staff Responding: JQ

Date: 05/22/2012

Waiting On Due Date:

Comments: mrs called Residence power in Feb and they told her she would be switched to them in May. Her bill does not look any different.

Resolution: I asked her if she had called Res Power and she had not. I gave her their number.

Closed: Yes

Date Closed: 05/22/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 05/22/2012

Time Received: 11:35 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

No Name

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: KAA

Date: 05/22/2012

Waiting On Due Date:

Comments: General questions about Resident power.Resolution: Answered.

Closed: Yes

Date Closed: 05/22/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/22/2012

Time Received: 02:20 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/22/2012

Waiting On Due Date:

Comments: caller wanted info about REspowerResolution: gave info as requested.

Closed: Yes

Date Closed: 05/22/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/22/2012

Time Received: 02:24 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/22/2012

Waiting On Due Date:

Comments: caller wanted info about RespowerResolution: gave the info as requested

Closed: Yes

Date Closed: 05/22/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 05/22/2012

Time Received: 02:26 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact InformationAccount #: 

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 05/22/2012

Waiting On Due Date:

Comments: caller requested info about ResPowerResolution: gave caller info about competitive choice

Closed: Yes

Date Closed: 05/24/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 05/23/2012

Time Received: 11:31 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: KAA

Date: 05/23/2012

Waiting On Due Date:

Comments: Information about Resident Power.Resolution: Discussed. Thinking about switching to them. Answered his questions.

Closed: Yes

Date Closed: 05/23/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 05/23/2012

Time Received: 03:00 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Surry, NH 03431

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 05/23/2012

Waiting On Due Date:

Comments: wanted info on Residence Power.Resolution: explained they are registered.

Closed: Yes

Date Closed: 05/23/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KAA

Date Received: 05/25/2012

Time Received: 02:50 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

No Name

Jaffrey, NH 03452

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: KAA

Date: 05/25/2012

Waiting On Due Date:

Comments: Caller has general questions about resident power.Resolution: Answered questions.

Closed: Yes

Date Closed: 05/25/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 05/25/2012

Time Received: 02:57 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Jaffrey, NH 03452

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 05/25/2012

Waiting On Due Date:

Comments: wanted to know if Residence Power was legit?Resolution: explained they are registered. explained supplier vs delivery.

Closed: Yes

Date Closed: 05/25/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 05/29/2012

Time Received: 09:47 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Goffstown, NH 03045

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 05/29/2012

Waiting On Due Date:

Comments: Got a flyer from RES POW. are they legit?Resolution: explained to Mr. comp in NH. Res Power is registered.

Closed: Yes

Date Closed: 05/29/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 05/30/2012

Time Received: 04:12 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Bedford, NH 03110

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 05/31/2012

Waiting On Due Date:

Comments: wanted to know if RES Power is legit?Resolution: explained they are registered.

Closed: Yes

Date Closed: 05/31/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 05/31/2012

Time Received: 02:33 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Milford, NH 03055

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 05/31/2012

Waiting On Due Date:

Comments: Wanted Info about RES PowerResolution: explained they are registered. get details of the offer and commitment time.

Closed: Yes

Date Closed: 05/31/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 06/04/2012

Time Received: 08:36 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Epsom, NH 03234

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 06/04/2012

Waiting On Due Date:

Comments: wanted info about res powerResolution: gave info and website.

Closed: Yes

Date Closed: 06/04/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 06/04/2012

Time Received: 09:52 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Dublin, NH 03444

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 06/04/2012

Waiting On Due Date:

Comments: wanted info on res power.Resolution: explained they are registered and our website.

Closed: Yes

Date Closed: 06/04/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: RPR

Date Received: 06/04/2012

Time Received: 12:03 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Contoocook, NH 03229

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 06/04/2012

Waiting On Due Date:

Comments: caller wanted info on ResPowerResolution: gave him info on competiion

Closed: Yes

Date Closed: 06/04/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 06/08/2012

Time Received: 02:24 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 06/08/2012

Waiting On Due Date:

Comments: caller requesting info about Resident PowerResolution: gave requested info

Closed: Yes

Date Closed: 06/08/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 06/08/2012

Time Received: 02:44 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 06/08/2012

Waiting On Due Date:

Comments: customer asking about Resident PowerResolution: gave info as requested

Closed: Yes

Date Closed: 06/08/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 06/08/2012

Time Received: 02:45 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 06/08/2012

Waiting On Due Date:

Comments: customer wanted info on ResPowerResolution: gave info on competition

Closed: Yes

Date Closed: 06/08/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 06/15/2012

Time Received: 09:28 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Hooksett, NH 03106

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 06/15/2012

Waiting On Due Date:

Comments: Wanted to know if Residence Power was a valid company.Resolution: Explained they are registered and know the rates and conditions.

Closed: Yes

Date Closed: 06/15/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 06/15/2012

Time Received: 01:36 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

COMPETITION

Staff Responding: RPR

Date: 06/15/2012

Waiting On Due Date:

Comments: caller wanted info about RespOwerResolution: gave info about competition

Closed: Yes

Date Closed: 06/15/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 06/15/2012

Time Received: 04:20 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 06/15/2012

Waiting On Due Date:

Comments: wanted to know if residence power is legit?Resolution: explained they are registered with PUC.

Closed: Yes

Date Closed: 06/15/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 06/18/2012

Time Received: 11:38 AM

RE: Resident Power

Electricity NH Power

816 Elm Street, Suite 364

PO Box 1150

Manchester, NH 03101

Auburn, ME 04221

(603) 232-9293

(866) 266-2641

Customer Information

Fremont, NH 03044

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

COMPETITION

Staff Responding: JQ

Date: 06/18/2012

Waiting On Due Date:

Comments: Wanted info on Residence Power vs Electricty NH.Resolution: Explained competition in the electric industry. Need to call the individual companies.

Closed: Yes

Date Closed: 06/18/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 06/20/2012

Time Received: 10:58 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Sunapee, NH 03044

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 06/20/2012

Waiting On Due Date:

Comments: wanted info about Res Power.Resolution: explained they are registered and get rates and contract in writing.

Closed: Yes

Date Closed: 06/20/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 06/22/2012

Time Received: 09:35 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Manchester, NH 03101

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 06/22/2012

Waiting On Due Date:

Comments: wanted to know if Residence Power is legit?Resolution: explained they are registered and gave him the tel #.

Closed: Yes

Date Closed: 06/22/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 06/22/2012

Time Received: 11:57 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 06/25/2012

Waiting On Due Date:

Comments: caller wanted info about Resident PowerResolution: gave info about competition

Closed: Yes

Date Closed: 06/25/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 06/28/2012

Time Received: 02:48 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Portsmouth, NH 03801

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 06/28/2012

Waiting On Due Date:

Comments: Mrs called PSNH about Res Power and was told to call us.Resolution: explained electric competition in NH. She will call RS power and get the info.

Closed: Yes

Date Closed: 06/28/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MJS

Date Received: 07/09/2012

Time Received: 03:59 PM

RE: Resident Power

Electricity NH Power

816 Elm Street, Suite 364

PO Box 1150

Manchester, NH 03101

Auburn, ME 04221

(603) 232-9293

(866) 266-2641

Customer Information

[REDACTED]

Hollis, NH 03049

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: MJS

Date: 07/09/2012

Waiting On Due Date:

Comments: LM - Looking for numbers for competitive suppliers.Resolution: 7/9/12 4:23 - LM for him with the contact numbers.

Closed: Yes

Date Closed: 07/09/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 07/11/2012

Time Received: 04:28 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Nashua, NH 03060

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 07/11/2012

Waiting On Due Date:

Comments: caller wanted info about ResPowerResolution: gave him info about competition

Closed: Yes

Date Closed: 07/11/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 07/11/2012

Time Received: 04:31 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Hooksett, NH 03106

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 07/11/2012

Waiting On Due Date:

Comments: caller wanted info about ResPOwerResolution: gave info regarding competitive choice

Closed: Yes

Date Closed: 07/11/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 07/13/2012

Time Received: 10:48 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Bath, NH 03740

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 07/13/2012

Waiting On Due Date:

Comments: caller seeking info about competitionResolution: gave the info requested

Closed: Yes

Date Closed: 07/13/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 07/27/2012

Time Received: 09:00 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Manchester, NH 03100

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact:



Staff Responding: JQ

Date: 07/27/2012

Waiting On Due Date:

Comments: wanted to know if Residence power was legal.Resolution: explained yes and gave info about electric competition.

Closed: Yes

Date Closed: 07/27/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 08/13/2012

Time Received: 02:24 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Litchfield, NH 03052

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 08/13/2012

Waiting On Due Date:

Comments: wanted info about Residence Power.Resolution: gave info about electric comp and our website.

Closed: Yes

Date Closed: 08/13/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 08/15/2012

Time Received: 11:47 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 08/15/2012

Waiting On Due Date:

Comments: caller wanted info about Resident PowerResolution: gave caller info about competition

Closed: Yes

Date Closed: 08/15/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 08/21/2012

Time Received: 03:59 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

New Boston, NH 03070

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: RULE/TARIFF

Staff Responding: JQ

Date: 08/21/2012

Waiting On Due Date:

Comments: mr signed up for Residence Power 15 minutes ago, spoke to his wife and called them back and canceled. They said they would cancel and he had 3 days. Is that correct.

Resolution: explained he does have 3 days to cancel. He should be all set.

Closed: Yes

Date Closed: 08/21/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KNS

Date Received: 08/29/2012

Time Received: 08:59 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Milford, NH 03055

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: BILLING

COMPETITION

Staff Responding: AON

Date: 09/06/2012

Waiting On Due Date:

Comments:

From: PUC

Sent: Wednesday, August 29, 2012 8:59 AM

To: Raymond, Margaret; Noonan, Amanda

Subject: FW: de regulation inquiry

Hi Margaret,

I have attached an internet email from our PUC account. Can you please forward it to someone in your department for a response.

Thank you.

Kim

From: [REDACTED] &gt;

Sent: Wednesday, August 29, 2012 8:35 AM

To: Sean Devine

Cc: PUC; askdoj@usdoj.gov &lt;mailto:askdoj@usdoj.gov&gt;; info@bbbnh.org &lt;mailto:info@bbbnh.org&gt;

Subject: Re: de regulation inquiry

Hello Sean,

Thank you again for your reply. I appreciate the fact that you have directed me to all pertinent avenues to learn more about deregulation. Please recognize, however, that you have not given me an answer to my request.

Inasmuch as you refuse to direct me to a link that contains the text for the National Energy Act of 1999 I can only

come to one conclusion. That conclusion bears out the notion that no such "act" exists. It further suggests that you fabricated its existence so as to quell my concerns.

Consequently I am compelled to bring this matter to the attention to the PUC of New Hampshire as well as to the office of the US Attorney General.

[REDACTED]

On 8/28/2012 1:50 PM, Sean Devine wrote:

We understand your concerns with consolidated billing, and understand your frustration with de regulation. At this point, we have directed you to all of the pertinent avenues to learn more about de regulation here in NH and across the region. This should suffice your concerns with consolidated billing which is the standard for billing for competitive suppliers in the residential as well as commercial sector.

Feel free to reach out to the public utilities commission of NH with any further questions. The contact information for the PUC is as follows:

21 South Fruit Street, Suite 10, Concord, N.H. 03301-2429 Hours: 8:00 a.m. - 4:30 p.m. Directions  
<<http://www.puc.state.nh.us/Home/AboutUs/directions.htm>> to NHPUC Phone: (603) 271-2431 ? Fax: (603) 271-3878  
TDD Access-Relay NH: 1-800-735-2964 Consumer Assistance: 1-800-852-3793 E-mail address: [puc@puc.nh.gov](mailto:puc@puc.nh.gov)  
<<mailto:puc@puc.nh.gov>>

Sincerely,

Your Resident Power Enrollment Team

[www.ResidentPower.com](http://www.ResidentPower.com) <<http://www.ResidentPower.com>>

603-232-9293

From: [REDACTED]  
Sent: Tuesday, August 28, 2012 1:45 PM  
To: Sean Devine  
Subject: Re: de regulation inquiry

That is a state of New Hampshire Site! Would you please direct me to the site that contains the text of the "National Energy Act of 1999". I hope that you understand that I want to examine the "act" that you told me provided Resident Power the authority to operate using a consolidate billing system. I have not been able to find such an act.

On 8/28/2012 10:53 AM, Sean Devine wrote:  
<<http://www.puc.state.nh.us/Electric/electric.htm>>

Sincerely,

Your Resident Power Enrollment Team

[www.ResidentPower.com](http://www.ResidentPower.com) <<http://www.ResidentPower.com>>

603-232-9293

From: [REDACTED] >  
Sent: Tuesday, August 28, 2012 10:52 AM  
To: Sean Devine  
Subject: Re: de regulation inquiry

Maybe I'd be better off reading the Act. Would you send me a link?

On 8/28/2012 10:39 AM, Sean Devine wrote:

Thank you, Sean, for getting around to answering my email that I sent to Resident Power a month or so ago!

To have changed energy suppliers and continue to receive billing from PSNH just doesn't compute. My first reaction is to not pay the bill thinking that PSNH has failed to remove my account from their records. Let me suggest that your name somehow be prominently displayed on the billing document or that you otherwise figure out a way to do the billing as a Resident Power supplier.

Your billing model may be consolidated but it is one that I have never seen or worked with before! I have searched for the text contained in the National Energy Act of 1999 that you cite. I find no such "Act". Please either be more specific or send me, by email, the text contained in the "Act".

Thank you again

[REDACTED]

[REDACTED], feel free to ask the NH PUC about deregulation, they are always more than happy to re assure customers on information regarding de regulation here in NH, as well as across the other 17 de regulated states.

Consolidated billing is the standard for 95% of utilities in deregulated states. If you look on your bill, you'll see that your supplier is clearly listed both above the supply rate on the supply line of the bill, as well on the first page of the bill where you will see a supply detail letting you know the supplier and the contact information for that supplier. This is true for all utilities owned by Northeast Utilities ( PSNH as well as CL&P down in Connecticut)

Thanks for the inquiry, we do appreciate our customers asking questions, and always appreciate any feed back that we can get on our customer service.

Sincerely,

Your Resident Power Enrollment Team

www.ResidentPower.com <<http://www.ResidentPower.com>>

603-232-9293

Resolution:

e-mail to customer  
From: Noonan, Amanda  
Sent: Thursday, September 06, 2012 1:45 PM  
To: [REDACTED]  
Cc: 'askdoj@usdoj.gov'; 'info@bbbnh.org'  
Subject: Deregulation inquiry

Dear Mr. [REDACTED],

Thank you for your e-mail regarding the authorization for the inclusion of energy charges from competitive suppliers on your local distribution company bill for electric delivery service. There have been many amendments and updates to the National Energy Act which was adopted in 1978 in response to the energy crisis of the 1970s. It is possible that it was amended in 1999; however, that Act is not source of authorization for suppliers to bill customers for energy usage through the electric distribution company bill.

In 1995, the New Hampshire Public Utilities Commission began considering the restructuring of the electric industry in the state. Specifically, the Commission looked at separating the delivery of electricity from the purchase of the electricity itself. On February 28, 1997, the Commission issued Order No. 22,514 (available at <http://www.puc.nh.gov/Regulatory/orders.htm>) - please scroll down and select 1997 from the table) setting out its final plan for the restructuring of the electric industry. On May 1, 2001, restructuring of the electric industry in New Hampshire had been completed in 88% of the electric franchise service areas, with retail electric competition available within the electric franchise service areas of Granite State Electric Company, the New Hampshire Electric Cooperative, and Public Service Company of New Hampshire.

RSA 374-f:3, VII states that choice for retail customers cannot exist without a range of viable suppliers. The rules that govern market activity should apply to all buyers and sellers in a fair and consistent manner in order to ensure a fully competitive market.. Accordingly, the Commission approved a customer billing structure whereby utilities were required to offer billing services to competitive suppliers as those services were available to themselves as the providers of default energy service. For customers of PSNH, that billing structure was approved in Commission Order 23,443 (available at <http://www.puc.nh.gov/Regulatory/Orders/2000ords/2000%20Elec%20Orders.htm>), the order approving the PSNH restructuring settlement agreement. It is, of course, up to the competitive energy supplier to determine if it wishes to bill its customers directly for energy usage or bill through the distribution company bill.

If you have any further questions, please feel free to contact me.

Sincerely,

Amanda O. Noonan  
Director, Consumer Affairs  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord NH 03301  
603.271.1164 voice/603-271.3878 fax  
[amanda.noonan@puc.nh.gov](mailto:amanda.noonan@puc.nh.gov) <<mailto:amanda.noonan@puc.nh.gov>>

From: Noonan, Amanda  
Sent: Thursday, September 06, 2012 1:48 PM  
To: [cpkoch@syzygy-llc.com](mailto:cpkoch@syzygy-llc.com)  
Subject: FW: Deregulation inquiry

Dear Mr. [REDACTED],

My apologies for confusing your first and last name in my prior e-mail. Again, if you have any further questions or would like additional information, please feel free to contact me.

Amanda O. Noonan

**From:** [REDACTED]  
**Sent:** Thursday, September 06, 2012 4:57 PM  
**To:** Noonan, Amanda  
**Subject:** Re: FW: Deregulation inquiry

Hello Amanda

You are so kind to apologize. Thank you!



Also thank you for your very specific answer to my question concerning the National Energy Act. It is somewhat disconcerting that the answer I received from Resident Energy was at best inaccurate and may well have been purposefully bogus.

I don't pretend to know a lot about how the energy sector does business, but I have never, in my 71 years of life, received a service from one firm with billing for that service being received from a competitor. In general I am not in favor of the government getting involved in regulating businesses. I am all for the true free market dynamic to have it's quiet authority over the exchange of currency for goods and services provided by businesses. When, however, there is the appearance of collusion .. the appearance of collusion exists when one competitor (PSNH) bills a for services provided by his competitor (Resident Energy) ... I tend to think that somehow our government's hand is taking part in that exchange.

I will try to read and understand the material that you cite and hopefully my mind can be swayed in compliance. Thank you again for your thoughtful response.

**Conrad**

**From:** Noonan, Amanda  
**Sent:** Friday, September 07, 2012 8:30 AM  
**To:** "██████████"  
**Subject:** RE: FW: Deregulation inquiry

Good morning Mr. ██████████,

One model you may wish to look at is the billing structure for toll service for telephone. Following the breakup of ATT by the federal government, competition slowly made its way into the telephone industry. One federal requirement as competition for long-distance toll service emerged was that the incumbent former monopolies provide billing services for the new competitive toll providers. The premise was customers were used to the convenience of receiving one bill for all components of their telephone service and that the new competitive providers would be disadvantaged if the telephone companies, who were also providing long-distance toll service, could offer consolidated billing while the competitors could not.

It is this rationale that guided the Commission's decision to require the electric distribution companies to offer billing service to competitive providers of energy. The Commission wished to create as level a playing field as possible for the newly emerging competitive energy suppliers.

Please be assured that PSNH and the other electric distribution companies have no financial incentive to collect monies on behalf of competitive suppliers and that they have no authority to initiate any collection activity on behalf of competitive suppliers. The option for suppliers to offer their customers combined billing through the electric distribution company bill is simply for the convenience of customers and intended to allow competitive energy suppliers to operate on the same footing as the electric distribution company.

Amanda Noonan

**Amanda O. Noonan**  
Director, Consumer Affairs  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord NH 03301

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603.271.1164 voice/603-271.3878 fax  
[amanda.noonan@puc.nh.gov](mailto:amanda.noonan@puc.nh.gov) <mailto:amanda.noonan@puc.nh.gov>

Closed: Yes	Date Closed: 09/06/2012	Adjusted Amt: \$0.00
Reopened:	Date Closed:	

Received By: JQ

Date Received: 08/29/2012

Time Received: 02:44 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Rochester, NH 03867

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 08/29/2012

Waiting On Due Date:

Comments: wanted info about Resident Power.Resolution: gave number and info about electric competition.

Closed: Yes

Date Closed: 08/29/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 08/30/2012

Time Received: 12:15 PM

RE: Resident Power

Electricity NH Power

816 Elm Street, Suite 364

PO Box 1150

Manchester, NH 03101

Auburn, ME 04221

(603) 232-9293

(866) 266-2641

Customer Information

Dover, NH 03820

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

COMPETITION

Staff Responding: JQ

Date: 08/30/2012

Waiting On Due Date:

Comments: wanted info about Res Power & ENH Power.Resolution: gave info about competition.

Closed: Yes

Date Closed: 08/30/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 09/04/2012

Time Received: 01:37 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Ball &amp; Ball

Ball

Lyndeborough, NH 03082

654-6810

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: RATES

Staff Responding: JQ

Date: 09/04/2012

Waiting On Due Date:

Comments: Wanted info about Residence Power's terms and conditions.Resolution: explained we do not regulate their rates. He needs to call them.

Closed: Yes

Date Closed: 09/04/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 10/08/2012

Time Received: 11:13 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Nashua, NH 03060

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: RPR

Date: 10/08/2012

Waiting On Due Date:

Comments: caller wanted info on ResPowerResolution: gave her the requested info about competition

Closed: Yes

Date Closed: 10/08/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 10/15/2012

Time Received: 10:47 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Milford, NH 03055

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 10/15/2012

Waiting On Due Date:

Comments: wanted to know about Residence Power and competition.Resolution: gave info about electric suppliers.

Closed: Yes

Date Closed: 10/15/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 10/29/2012

Time Received: 02:06 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Berlin, NH 03570

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: RATES

Staff Responding: JQ

Date: 10/29/2012

Waiting On Due Date:

Comments: changed to Resident Power and thinks her bill is higher.Resolution: explained we do not have their rates. She needs to call them.

Closed: Yes

Date Closed: 10/29/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: KAA

Date Received: 11/01/2012

Time Received: 12:12 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: KAA

Date: 10/31/2012

Waiting On Due Date:

Comments: Caller has several questions about Resident Power.Resolution: Answered questions.

Closed: Yes

Date Closed: 10/31/2012

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/04/2013

Time Received: 02:41 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Barrington, NH 03825

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: COMPETITION

Staff Responding: JQ

Date: 02/04/2013

Waiting On Due Date:

Comments: Mr claims resident power is offering 7.1. Want info about other energy suppliers.Resolution: gave info and website.

Closed: Yes

Date Closed: 02/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: OCA

Date Received: 02/11/2013

Time Received: 02:27 PM

RE: Resident Power

Public Service Company Of NH

816 Elm Street, Suite 364

P.O. Box 330

Manchester, NH 03101

Manchester, NH 03105

(603) 232-9293

(603) 669-4000

Customer Information

Milford, NH 03055

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: BILLING

Staff Responding: AON

Date: 02/21/2013

Waiting On Due Date:

Comments:

From: Martin, Christina  
Sent: Monday, February 11, 2013 2:27 PM  
To: Noonan, Amanda; Raymond, Margaret  
Subject: Competitive Inquiry

Hi Amanda,  
I received the below inquiry from OEP.  
Christina

Subject: How is it that I Get Billed by Resident Power's Competitor

I wonder if you would be kind enough as to pass along to me a logical explanation concerning the following issue?

Several months ago I was contacted by Resident Power Inc and told that significant savings were available to me if I were to select Resident power as my energy supplier. I followed their advise and dropped PSNH in favor of their lower pricing structure. Admittedly I did not read the fine print too carefully, but, my power bills have never been higher. But hat is not my point of my concern. What does concern me is the fact that I continue to receive billing for PSNH. For two month after my having received those bills, I decided to hold back payment thinking that there must exist a time lag in the transfer process.

After maybe the third month or so, I was threatened by PSNH with the possibility of having my power interrupted for my failure to pay the bills. I contacted a Resident Power representative and asked why I was getting bills for PSNH when it was Resident power who was my supplier.

He explained that PSNH still does the billing, all Resident Power does is to secure the energy from one of the lower cost producers. It is still PSNH that delivers the energy.

I have been diligently seeking information as to NH Energy regulation changes that created such an unusual circumstance. I suspect, quite frankly, that there must have existed some "hanky panky" within the organization you now head ... although I am not able to find the so called "transparency" in the records of Energy department that would possibly expose them. I really don't care about who supplied the energy. I similarly don't care who delivers and distributes the energy nor do I care who owns the distribution channels. As far as I am concerned, Resident Power is the company with whom I am signed up to receive my energy. It is therefore Resident Power from whom I would expect to receive billing. What logic is there that explains why this is not the case? What other business model exists where one's competitor does the billing for a firm?

[REDACTED]

Milford, NH 03055-1347

Resolution:

From: Noonan, Amanda  
Sent: Thursday, February 21, 2013 11:48 AM  
To: [REDACTED]  
Subject: RE: Competitive Inquiry

Good morning,

Thank you for your e-mail regarding Resident Power and PSNH.

There are two components of an electric bill: 1) the electricity or energy that is consumed, and 2) the delivery of that electricity or energy to a home or business. The electric utilities - PSNH, Unitil, New Hampshire Electric Cooperative and Liberty Utilities (formerly National Grid) - will always deliver the electricity to their customers' homes and business. Customers have a choice, however, of suppliers of the electricity or energy they use. Customers can continue to buy the electricity they use from their utility, or they can buy it from a competitive electric power supplier. Until recently, competitive electric power suppliers were only actively marketing to large commercial and industrial customers. Within the past 18 months, several competitive electric power suppliers have begun to actively market to residential and small commercial customers. In addition, companies like Resident Power have also entered the market to find lower priced energy on behalf of customers that enroll with them. These companies are called aggregators. Aggregators are not energy suppliers. Rather they work on behalf of their customers to find a competitive energy supplier that is offering to sell energy at a lower price than the customer's utility.

In 1995, the New Hampshire Public Utilities Commission began considering the restructuring of the electric industry in the state. Specifically, the Commission looked at separating the delivery of electricity from the purchase of the electricity itself. On February 28, 1997, the Commission issued Order No. 22,514 (available at <http://www.puc.nh.gov/Regulatory/orders.htm>) - please scroll down and select 1997 from the table) setting out its final plan for the restructuring of the electric industry. On May 1, 2001, restructuring of the electric industry in New Hampshire had been completed in 88% of the electric franchise service areas, with retail electric competition available within the electric franchise service areas of Granite State Electric Company, the New Hampshire Electric Cooperative, and Public Service Company of New Hampshire.

RSA 374-F:3, VII states that choice for retail customers cannot exist without a range of viable suppliers. The rules that govern market activity should apply to all buyers and sellers in a fair and consistent manner in order to ensure a fully competitive market. Accordingly, the Commission approved a customer billing structure whereby utilities were required to offer the same billing services to competitive suppliers as were available to the utility as the provider of default energy service. This action created a level playing field for competitive suppliers as they could now also offer their customers the convenience of receiving one bill for utility service. For customers of PSNH, that billing structure was approved in Commission Order 23,443 (available at <http://www.puc.nh.gov/Regulatory/Orders/2000ords/2000%20Elec%20Orders.htm>), the order approving the PSNH restructuring settlement agreement. It is, of course, up to the competitive energy supplier to determine if it

wishes to bill its customers directly for energy usage or bill through the distribution company bill.

PNE Energy Supply, the competitive energy supplier that Resident Power contracted with to provide energy supply to those customers who enrolled with Resident Power, has chosen to bill for that energy supply through the distribution company, or utility, bill. This choice is about convenience for customers, so that customers only receive and pay one bill rather than two. PSNH and PNE have a billing agreement whereby PSNH forwards payment from PNE customers onto PNE.

This billing model is widely used throughout the telecommunications industry. It is very common for charges for toll service to be billed on the telephone bill you receive from your local telephone company even though the provider of your long distance service is a company other than the local telephone company.

Since we received your e-mail, some changes have occurred which will affect your electric service account. PNE Energy Supply, the supplier selected on your behalf by Resident Power, is no longer able to provide electric energy supply to its customers in New Hampshire. As a result, you may now be receiving electric energy supply service from PSNH as the default service provider. You may select a new competitive energy supplier at any time if you so choose or you may remain with PSNH for your electric energy supply service.

Should you have any further questions, please feel free to contact me.

Sincerely,

Amanda O. Noonan

NOTE: See earlier contact (August 29, 2012) from Mr. [REDACTED] regarding same topic.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/20/2013

Time Received: 04:25 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Dover, NH [REDACTED]  
[REDACTED]Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/20/2013

Waiting On Due Date: 02/21/2013

Comments: Mrs is a customer of Resident Power but got a letter from PNE. What should she do?Resolution: gave info. explained I would call with more info.

2-21 explained to Mrs to call FRP to see if changed. If not she should call FRP to say no.

2-25 FRP said she did change to them.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MLR

Date Received: 02/21/2013

Time Received: 02:43 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Sandown, NH 03873

10AM-3PM

Contact Information

Account #:

Method of Contact: Online

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 02/22/2013

Waiting On Due Date: 02/26/2013

MJS

Comments:

Unsettling Practices and/or confusion from PSNH, ResidentPower, PNE Energy Supply, FairPoint Energy. (DOJ - NH Referred Me to You Today.)

Hello. My name is [REDACTED] of Sandown, New Hampshire. My wife, [REDACTED], and I would like your assistance, please.

We will try to state our concerns as succinctly as we can.

We have been PSNH customers for decades.

As you are no doubt aware, other companies, either as aggregators or direct electric suppliers were given the opportunity in the last decade, in the name of competition dubbed "retail choice", to compete with PSNH and help give consumers a choice of electricity suppliers.

In August of 2012 my wife and I signed an agreement with Resident Power, an aggregator, to lock in a fixed price per kilowatt hour for one year. That price was \$ 0.0698 per kilowatt hour. So far, so good.

We have in my hands a letter from PNE Energy Supply dated February 13, 2012. They are the electric supplier whom Resident Power chose, on my behalf, to facilitate a rate for electricity that is lower than that of PSNH. PNE Energy Supply is noted on our monthly bill from PSNH as our supplier. In this letter entitled "Customer Notice of Service Provider Change"; we are informed that PNE Energy Supply has reached an agreement with FairPoint Energy LLC to "assume the duties of providing your electric power."

I, [REDACTED] made a call to the telephone number for PNE Energy Supply today. The party answering the phone was ResidentPower. I asked, simply, "Can I continue with my fixed rate agreement with Resident Power through PNE or FairPoint Energy LLC until the end of my term on August 12, 2013 - and, what happens after that term expires?" I was told that the PNE Energy Supply deal with FairPoint Energy has fallen through due to PSNH pressure on FairPoint Energy and that FairPoint Energy has backed out of the deal. ResidentPower claimed that when that deal fell through, PSNH snatched back 85,000 customers without their knowledge and approval. Is that true? Is that legal? Where does that leave current customers of Resident Power/PNE Energy Supply? Will our rates be honored under the agreement I signed?

Resident Power went on to say that they will be working with 7-8 electricity suppliers to get the best rate that can, going forward, but that that rate may not be what we have currently. That means they would be destroying our current agreement and forcing us to accept new, and no doubt, higher rates. Is that legal? They said they are working on an email to send to existing customers about the state of affairs and we should have that statement "quot;within the week."

We would like to know what rights Resident Power customers have and whether or not we are being forced back into the PSNH fold for their higher rate electric supply.

Can you please investigate these companies and their practices and/or provide us with some sense of what our rights are given the current state of affairs. This is highly upsetting and confusing.

If you would like a copy of the PNE Energy Supply letter regarding the transfer to FairPoint Energy (which may have been called off subsequently according to ResidentPower), we will gladly scan it in and submit it to you for your review. Please advise.

Thank you for looking into these matters.

Regards,

[REDACTED]

\*\*\*\*\*

2/22 Assigned to Mike.

Resolution: 2/22/13 12:58 - LM for customer, PSNH not involved, free to choose any supplier now, call me for more details.

2/22/13 3:19 - Spoke to the customer and gave him the story. Checking with PSNH to see who his supplier is currently.

2/22/13 3:59 - from PSNH:

His current supplier is PSNH as of 2/19/13. Prior to that I show he was with PNE from 8/28/12-2/19/13.

2/25/13 12:52 - Spoke to the customer. He signed up with FPE as of today. All set.

Closed: Yes

Date Closed: 02/25/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 02/21/2013

Time Received: 04:03 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Ossipee, NH 03864

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/21/2013

Waiting On Due Date:

Comments: has Resident Power. Got the PNE letter. Who is PNE and why did she get the letter. Her contract is with Resident Power.

Resolution: explained the situation and she will call FRP.

Closed: Yes

Date Closed: 02/21/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/22/2013

Time Received: 08:50 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Greenland, NH 03840

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/22/2013

Waiting On Due Date:

Comments: received an email from Resident power but was a PNE customer.Resolution: I asked him to send me the email. Explained he needs to seek an alternate energy supplier or stay with PSNH. He said he was already going to ENH power.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/22/2013

Time Received: 09:40 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Brookline, NH 03033

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/22/2013

Waiting On Due Date:

Comments: received email for Residence Power. Wants to know what is going on. He blames the PUC and PSNH.Resolution: referred Mr to our website and the verbiage. explained he needed to contact another supplier if he did not want to stay with PSNH. He will call FRP first to see if they are honoring PNE's letter and then Resident Power.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/22/2013

Time Received: 11:05 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Candia, NH 03034

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/22/2013

Waiting On Due Date:

Comments: upset she got an email from Residence Power and was a customer of PNE. She thought she was going to FRP.Resolution: explained she needs to call FRP and make sure the agreement with PHE is going to be valid. She can decide to go with them or go to another supplier. I gave her our website address.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KNS

Date Received: 02/22/2013

Time Received: 12:01 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 02/22/2013

Waiting On Due Date: 02/22/2013

JQ

Comments:

From: PUC

Sent: Friday, February 22, 2013 12:01 PM

To: Raymond, Margaret; Noonan, Amanda

Subject: FW: satisfied Resident Poer customer

Hi Margaret,

I have attached an internet email from our PUC account. FYI.

Thank you.

Kim

-----Original Message-----

From: [REDACTED]

Sent: Friday, February 22, 2013 12:24 PM

To: PUC

Subject: satisfied Resident Poer customer

I have been reading and hearing about the problem with Resident Power being able to continue to supply electric power to its customers. I am admittedly confused by the media reports, but gather that Resident Power had arranged for another supplier because their supplier is not doing that anymore. I have been a satisfied and happy customer of

Resident Power. As a result I have enjoyed lower elcectricity rates and good service. If Resident Power needs to find me a new supplier then I am sure they are doing the right thing by me. I enjoy the opportunity to have electric choice in NH.

██████████  
\*\*\*\*\*

Resolution:**From:** Quint, Janet**Sent:** Friday, February 22, 2013 2:39 PM**To:** 'sjenis@comcast.net'**Subject:** RE: Resident Power

Dear ██████████:

Thank you for your email sharing your concerns and compliment about Resident Power. I have added your comments to our database regarding Resident Power.

Closed: Yes

Date Closed: 02/22/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/22/2013

Time Received: 04:30 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Durham, NH 03824

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/25/2013

Waiting On Due Date:

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Comments: rec a letter from Resident Power. What should she do?Resolution: gave info and website.

Closed: Yes

Date Closed: 02/25/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/25/2013

Time Received: 03:00 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Milford, NH 03055

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/25/2013

Waiting On Due Date:

Comments: was a Resident Power customer. Wants to know what is going on?Resolution: gave info and website.

Closed: Yes

Date Closed: 02/25/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 02/25/2013

Time Received: 03:45 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Hollis, NH 03049

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/25/2013

Waiting On Due Date:

Comments: wants to know about the power switcheroo! Had Residence Power via PNE.Resolution: gave info and website.

Closed: Yes

Date Closed: 02/25/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/26/2013

Time Received: 09:03 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

Candia, NH 03034

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/26/2013

Waiting On Due Date:

Comments: wanted info about energy suppliers. received a letter from Resident Power.Resolution: gave info.

Closed: Yes

Date Closed: 02/26/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 02/26/2013

Time Received: 01:44 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Rindge, NH 03461

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 02/26/2013

Waiting On Due Date:

Comments: received a letter from Residence Power. Wants more info.Resolution: gave info and website.

Closed: Yes

Date Closed: 02/26/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: AON

Date Received: 02/28/2013

Time Received: 11:30 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Auburn, NH 03032

Contact Information

Account #:

Method of Contact: Letter

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 02/28/2013

Waiting On Due Date: 03/01/2013

RPR

Comments: Received a copy of letter customer sent to PSNH: SEE "FILE ATTACHMENTS"

Acct: [REDACTED]

To Whom It May Concern:

We had been recommended to become customers of Resident Power, and did so reluctantly at first, uncertain if the promises of lower prices in electrical costs would materialize. Resident Power came through. Their costs were definitely lower, and this helped the house budget immensely.

We were absolutely astounded that Resident Power did not have their "permit" or standing renewed, and without any notification, we were switched back to PSNH. Is notification and intent not in NH laws? Can a "contract" between two parties be annulled without any notification? We were given a "free market system" through Resident Power. Healthy Competition does lower? prices! We certainly would like an explanation to the events that have taken place.

Your attention would be greatly appreciated.

\*\*\*\*\*

Resolution: February 28, 2013

Auburn, NH 03032

Dear [REDACTED],

I am in receipt of a courtesy copy of your recent letter to Public Service of New Hampshire, and I'm sure that PSNH will respond promptly. I did, however, want to take the opportunity to clarify any confusion that may exist due to the misinformation that is circulating.

Initially, let me point out that Resident Power (**Resident Power Natural Gas and Electric Solutions, LLC**), is a certified energy aggregator in the State of New Hampshire. In that role, Resident Power facilitates (brokers) the contracting of customers with energy suppliers. In your case, your supplier was PNE Supply (**Power New England Supply**). PNE supply is a Competitive Power Supplier (CPS) whose source of electric supply is/was ISO New England, the New England Power Pool (NEPOOL).

Due to a 'failure to perform' in the contractual obligations that existed between PNE and NEPOOL, it became apparent that some 7300 customers of PNE were in jeopardy of having their electric power interrupted. As such, this Commission ordered that these customers be switched back to PSNH, given PSNH's role as "Default Provider". At the same time, this Commission suspended PNE's certification to operate in New Hampshire. To the best of my knowledge, there has not been any suspension of or limitations to Resident Powers ability to operate in the state.

Assuming that you are one of the 7300 customers 'defaulted' to PSNH, you now have a couple of options. One, you can have Resident Power contract with another supplier on your behalf. Two, you can contact Fairpoint Energy, a company that has agreed to honor the contractual agreements of PNE, or you can contract with any of the other competitive suppliers at work in the state.

The issues in this matter are confusing and have given rise to much misinformation. I hope that I have been able to clarify some of the major points, and would invite you to call me should you wish to discuss the matter further.

Sincerely,

Robert P. Rohnstock  
Utility Analyst  
NH-PUC

Closed: Yes

Date Closed: 02/28/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

File Attachments?: ☒

Received By: RPR

Date Received: 02/28/2013

Time Received: 12:05 PM

RE: Resident Power

PNE Energy Supply, LLC

816 Elm Street, Suite 364

392 Hooksett Rd, Suite 3

Manchester, NH 03101

Auburn, NH 03032

(603) 232-9293

(888) 669-1685

Customer Information[REDACTED]  
[REDACTED]  
[REDACTED]  
Fracestown, NH 03043  
[REDACTED]Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 02/28/2013

Waiting On Due Date:

Comments:

Robert P. Rohnstock  
Utility Analyst  
New Hampshire Public Utilities Commission  
(603) 271-2431

Thank you for your excellent and informative assistance in the matter of Resident Power, Inc., and their now defunct contractor PNE.

As we talked, the most compelling fact is that Resident Power Inc. terminated their contractual requirements with me, and failed to provide substantive and material information of such decision, which are extraordinary failures of due diligence and proper notice.

Such commitment to me is documented in their January 9, 2013 email to me as a follow-up to their December 29, 2012 email. These are the only communications I have received from Resident Power Inc.. I am forwarding these two salient documents to you in their native format in two transmissions as documentation of my claims.

Regarding contractual accuracy, Resident Power's two email communications would generally lead the reasonable and prudent person to believe that the contract for service was principally with Resident Power, and secondarily with PNE. Since this was never the case, I suggest that such representations materially misrepresents Resident Power's contract terms.

Regarding the stated terms: "You have 3 business days to Opt Out of this or any offer we send you." [their boldface], I find these terms unreasonably brief in terms of applying such a short interval to an exclusive penalty driven one

year contract, and the fact that the exact contractual rate was previously undisclosed.

I would hope that the commission would consider the foregoing comments in terms of qualifying, or not, Resident Power Inc. as a good faith, honest and dependable electric supplier for New Hampshire customers to consider for service.

[REDACTED]

Francestown, NH 03043-0126

[REDACTED]

Second email of Two.

----- Original Message -----

From: - Tue Jan 15 09:27:52 2013

Subject: Resident Power Electricity Supplier Notice

From: Resident Power <marketing@residentpower.com> <mailto:marketing@residentpower.com>

Reply-To: Resident Power <marketing@residentpower.com> <mailto:marketing@residentpower.com>

DAVID <residentpower@delorey.com> <mailto:residentpower@delorey.com>

Date: Wed, 9 Jan 2013 21:35:02 +0000

Sender: "Resident Power" <marketing=residentpower.com@mail51.us2.mcsv.net>  
<mailto:marketing=residentpower.com@mail51.us2.mcsv.net>

Is this email not displaying correctly? View it in your browser

<<http://us2.campaign-archive2.com/?u=9c791f3d8d1d32adb8c60c931&id=0292765ccf&e=8640a317ae>>.

Is this email not displaying correctly? View it in your browser

<<http://residentpower.us2.list-manage2.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=e018dbe757&e=8640a317ae>>.

Dear Resident Power Customer: Enclosed please find your new electricity rate, terms and conditions for your home or small business. You will be happy to know that our electricity sources are not only less expensive but also much cleaner than PSNH. When you switch to Resident Power, you are not only saving money, you are also saving the environment! We have attached the generation disclosure labels for your new supplier (PNE) as well as PSNH, have a look and compare for yourself. You have 3 business days to Opt Out of this or any offer we send you. Your Opt Out Date for this notice is 1/14/2013. To Opt Out please REPLY to this message with OPT OUT in the Subject or click this link [OptOut@residentpower.com](mailto:OptOut@ResidentPower.com).  
<<mailto:OptOut@ResidentPower.com?subject=Opt%20Out%20Supplier%20Notice&body=Please%20Opt%20Us%20Out%20of%20Supplier%20Notice>>

No action is required if you agree with the rate and terms indicated below. After the Opt Out period has expired, Resident Power's offered rate will take effect on the date of your account's next meter reading.

Resident Power Supply Rate: \$0.0749/kWh Anticipated Savings: 21.5% PSNH Supply Rate: \$0.0954/kWh\*  
\*PSNH rate request before NH PUC December, 2012. Effective January 1, 2013. New Supplier: PNE Energy Supply  
Term: 12 Month Fixed Rate\* \*12 Consecutive Billing Cycles Contract Date: 1/9/13\* \*Term of contract to commence on date of account's next meter reading. See below for details. Month of Enrollment: Based on your supplier's timelines you will begin receiving your new rate within 1-2 billing cycles depending on your meter read date. After the supplier switch has been made you will notice PNE Energy Supply in two locations on your utility bill; Page 1 under "Electricity Supplied By" and Page 2 next to "Electricity Supply Detail". Resident Power is your aggregator and negotiator (not supplier), who will continue to work with you at term's end. Important Notice: Your utility will bill you on behalf of the supplier, maintain your lines and provide customer service with regards to billing or service questions. If you have any questions about your rate or terms please contact Resident Power directly via email at [info@residentpower.com](mailto:info@residentpower.com)  
<<mailto:info@ResidentPower.com?subject=Customer%20Service%20Question>> or call us at 603-232-9293. You do not need to contact the supplier. You are a customer of Resident Power and we will assist you with any questions you have in regards to rates, terms and renewal of your new Electricity Supply rate.

Please review the PNE Energy Supply Terms and Conditions below in this email. We encourage you to print it out for your records and save this email as well. If you have any questions, please see our online FAQ's in print and video at <http://www.residentpower.com/faq.php>  
<<http://residentpower.us2.list-manage.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=bc2a1bb13&e=8640a317ae>>. For further information, feel free to give us a call at 603-232-9293. We are happy to assist.

Feel free to check out Resident Power in the news by clicking the links below:  
<http://news.nhpr.org/post/psnh-faces-first-statewide-challenge-residential-customers>  
<<http://residentpower.us2.list-manage.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=fccddf967a&e=8640a317ae>>  
<http://www.nashuatelegraph.com/newsstatenewengland/941391-227/new-firm-offers-competition-for-psnh.html>  
<<http://residentpower.us2.list-manage.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=aefb3daf13&e=8640a317ae>>

We appreciate your business and hope you have a safe and joyful holiday season!

Sincerely,  
The Resident Power Team

PNE Terms and Conditions    PNE Generation Portfolio and Disclosure Notice: Please click here for the PNE Disclosure Notice  
<<http://residentpower.us2.list-manage1.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=50561af5ec&e=8640a317ae>>.  
You can find the PSNH Disclosure for comparison here<http://www.psnh.com/disclosurelabel/>  
<<http://residentpower.us2.list-manage2.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=20b46f9959&e=8640a317ae>>.

Residential and Small Commercial Energy Services Term Sheet    Dear customer, Thank you for choosing PNE as your electric supplier for your home and/or small business. Please find our service terms and conditions below. New Hampshire Residents, please be advised that you have three (3) business days from electronic receipt of these terms and conditions to rescind the offer. If you have received these terms and conditions via regular hard copy mail, you have five (5) business days from the date of post mark to rescind via hard copy mail. This contract is a contract for the supply of electricity between you ("Customer") and PNE Energy Supply, LLC ("PNE"). PNE is a New Hampshire based Limited Liability Company, registered with the New Hampshire Public Utilities Commission ("PUC") for the sale of residential, small commercial and industrial electricity supply. Customer has either contracted with PNE directly, or retained the services of a registered electricity aggregator who has signed with PNE on your behalf. Price: Your new electricity price is \$0.0749/kWh Fixed Rate    Contract Date: 1/9/13 (term of contract to commence from next available meter read date, see below) Length of Contract: This contract shall commence on the Customer's next available meter read date and remain in effect for the subsequent 12 months. At the end of this period, the Customer is free to switch electricity providers at no cost. Customers who leave PNE's service prior to the completion of their contract will be assessed an Early Termination Fee. For details see Early Termination Fee. Term and Conditions: PNE offers the Customer a new electricity charge only. Customer's current local utility company will continue to charge customer for transmission and distribution charges, system benefits, taxes and stranded costs associated with servicing the power lines to Customer's home or place of business. In the event of a power outage, meter malfunction or any other customer service issue, not related to the cost of electricity, Customer is to immediately contact their local utility company (i.e. PSNH). See Local Utility Services section for more. Customer Service: For customer service questions please call 603-413-6602 or email [customercare@powernewengland.com](mailto:customercare@powernewengland.com) <<mailto:customercare@powernewengland.com>>.

Early Termination Fee: If Customer cancels their PNE service at any time prior to the natural expiration of their contract, PNE will assess them with a one time Early Termination Fee of \$100. If Customer does not pay their electricity charges for a period of 60 days from the time of invoice, PNE will automatically terminate Customer's account and place them back with the utility default service. In addition to invoicing Customer for any amount still owed at the time of termination, as well as any applicable late charges, PNE will assess Customer with the Early Termination Fee.



**Local Utility Services:** Your local utility (i.e. PSNH) will continue to deliver electricity to Customer's home or place of business, read Customer's meters, issue Customer's bill and make repairs should Customer have an outage or issue with service. Your local utility will also respond to emergencies and provide other traditional utility services. The electricity that Customer buys will be included in your traditional local utility monthly bill, unless billing service is unavailable from the local utility at which point Customer will receive a separate PNE bill.

**Billing:** All Customers will continue to be billed by their local utility company (i.e. PSNH) on their regular monthly invoice. A new section on the monthly utility invoice will outline the PNE electricity supply charge, in the place of the utility default charge. Your local utility company works with PNE as a billing agent, so as to cause as little disruption and inconvenience to Customer's billing routine as possible. The contact information for the local utility company may be found on your most recent invoice, should you have a billing question or change. Please note, some utilities may not offer this billing service, in such case PNE shall invoice Customer on a separate billing statement.

**Billing Agent Information:**

PSNH  
P.O. Box330  
Manchester, NH 03105  
800-662-7764

**Late Penalties, Charges and Fees:** Customer's payments are due thirty (30) days from the date of invoice receipt. Late payments shall be assessed a late payment penalty of 1.5% per month. Customer payments that are sixty (60) days past due, will result in a termination of PNE service and the assessment of an Early Termination Fee, See Early Termination Fee section for more.

**Do Not Call Registry:** Information regarding the Do Not Call Registry, including instructions for sign up, maybe found at [www.donotcall.gov](http://www.donotcall.gov)  
<<http://residentpower.us2.list-manage.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=85c53e806b&e=8640a317ae>>

**Customer Relocation:** In the event that Customer relocates within the PNE service territory while under contract with PNE for electricity supply, Customer must contact PNE thirty (30) days prior to the relocation in order to begin account transfer and avoid Early Termination Fee. If Customer relocates while under contract with PNE and does not transfer their new account to PNE on the next scheduled meter read date, PNE may assess an Early Termination Fee. Customer that relocate out of state or out PNE service territory, will be assessed an Early Termination Fee, if such relocation takes place while Customer is under contract with PNE.

**Customer Dispute Resolution:** If Customer wishes to dispute any Electricity Charge, invoice, notice or service provided under these Terms and Conditions, Customer may call PNE and request the billing department at 603-413-6602. Please note that PNE has no control over charges levied by your local utility company, so please be sure to check your invoice first to confirm that item at issue is the electricity/energy charge. Otherwise, PNE recommends that you call your local utility company to resolve the issue.

**Public Utility Commission Notices:**

The New Hampshire Public Utilities Commission has posted a Consumer Division Hotline number for New Hampshire consumers to utilize should Customer have any questions regarding their rights or responsibilities. That number is 1-800-852-3793.

PNE maintains customer information with the strictest sense of confidentiality and will not share customer information to any unaffiliated party or parties outside the normal and/or necessary scope of serving Customer's energy load.

Please Note that as a small commercial or residential customer, Customer has a limited right of contract rescission. If Customer has received electronic notice of these terms and conditions, Customer has three (3) business days from receipt to notify PNE of your desire to withdraw from this rate program. If Customer has received hard copy notice of these terms and conditions, via regular mail, Customer has five (5) business days from post marked receipt to notify PNE of your desire to withdraw from this rate program.

Changes in Law and Regulations: If a new Law or Regulation shall be enacted, or there shall occur any revisions in, implementation of, or amendments to, any Law or Regulation that results in increased costs to PNE that would not have occurred but for such change in Law or Regulation, PNE shall have the right to increase the charges for electricity supply to Customer to reflect a one-hundred percent pass-through to Customer of such increased costs. PNE shall reflect such increased costs on Customer's invoice.

Bill Payment Assistance: Below is a list of social service agencies and programs available to low income customers for bill payment assistance:

Community Action Program, Belknap/Merrimack Counties

[www.bm-cap.org](http://www.bm-cap.org)

<<http://residentpower.us2.list-manage2.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=475f322273&e=8640a317ae>>

· Concord 225-6880 · Franklin 934-3444 · Laconia 524-5512 · Meredith 279-4096 · Suncook 485-7824 · Warner 456-2207

Rockingham Community Action [www.rcaction.org](http://www.rcaction.org)

<<http://residentpower.us2.list-manage.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=b03717b70c&e=8640a317ae>>

· Portsmouth 436-3896 / 1-800-639-3896 · Salem 898-8435 Southern New Hampshire Services (Hillsborough County)

[www.snhhs.org](http://www.snhhs.org)

<<http://residentpower.us2.list-manage.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=d36b49c57c&e=8640a317ae>>

· Manchester 647-4470 / 1-800-322-1073 · Nashua 889-3440 / 1-877-211-0723 · Peterborough 924-2243 Southwestern

Community Services (Cheshire and Sullivan Counties) [www.scshehelps.org](http://www.scshehelps.org)

<<http://residentpower.us2.list-manage1.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=e4b539e557&e=8640a317ae>>

· Keene 352-7512 / 1-800-529-0005 · Claremont 542-9528 Strafford County Community Action [www.traffcap.org](http://www.traffcap.org)

<<http://residentpower.us2.list-manage.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=53fe35e682&e=8640a317ae>>

· Dover 749-1334 Milton 652-9893 · Rochester 332-3963 Farmington 755-9305 Tri-County Community Action (Coos,

Carroll and Grafton Counties) [www.tccap.org](http://www.tccap.org)

<<http://residentpower.us2.list-manage.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=368a54748b&e=8640a317ae>>

· Berlin 752-3248 Littleton 444-6653 · Colebrook 237-8168 Plymouth 536-8222 · Lancaster 788-4477 Woodsville 747-3013

· Lebanon 448-4553 · Carroll County 323-7400 / 1-888-842-3835 PNE is neither responsible nor liable for any promises,

assurances, guarantees or any other statements made by any aggregators, brokers or other independent representatives to

induce Customer sign up. Customer should read the terms and conditions within the PNE Energy Supply Residential and

Small Commercial Energy Services Term Sheet carefully. If Customer is unhappy with any terms or conditions, including

price and length, they may rescind their contract within the PUC mandated rescission period.

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<<http://www.residentpower.com>>

Our mailing address is:

Resident Power

816 Elm St.

Suite 364

Manchester, NH 03104

Add us to your address book

<<http://residentpower.us2.list-manage.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=e0b49a20a1&e=8640a317ae>>

Sent to << Test Email Address >> - why did I get this?

<<http://residentpower.us2.list-manage.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=350b3d43d9&e=8640a317ae>>

unsubscribe from this list

<<http://residentpower.us2.list-manage1.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=3fd97cd85e&e=8640a317ae>>

| update subscription preferences

<<http://residentpower.us2.list-manage1.com/track/click?u=9c791f3d8d1d32adb8c60c931&id=e113860dd7&e=8640a317ae>>

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u=9c791f3d8d1d32adb8c60c931&id=0292765ccf&e=8640a317ae>

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<<http://www.residentpower.com>>

Our mailing address is:

Resident Power

816 Elm St.

Suite 364

Manchester, NH 03104

Add us to your address book

<<http://residentpower.us2.list-manage2.com/vcard?u=9c791f3d8d1d32adb8c60c931&id=ef1187a796>>

unsubscribe from this list

<<http://residentpower.us2.list-manage.com/unsubscribe?u=9c791f3d8d1d32adb8c60c931&id=ef1187a796&e=8640a317ae&c=0292765ccf>> | update subscription preferences

<<http://residentpower.us2.list-manage.com/profile?u=9c791f3d8d1d32adb8c60c931&id=ef1187a796&e=8640a317ae>>

**Resolution:**

Explained to caller the "oversight" aspect of the Commission roll in this matter.

Customer wants his dissatisfaction with RESPOwer known by Commission Staff

Closed: Yes

Date Closed: 02/28/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/28/2013

Time Received: 12:56 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

Comments: caller wanted info about Res-Power's involvement with PNEResolution: gave the caller the info needed

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/28/2013

Time Received: 12:58 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

Comments: caller wanted info about competitive choiceResolution: gave the caller the info he needed

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/28/2013

Time Received: 12:59 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

Comments: caller wanted info abut Res PowerResolution: gave the caller the info he wanted

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: RPR

Date Received: 02/28/2013

Time Received: 01:03 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: RPR

Date: 03/04/2013

Waiting On Due Date:

Comments: caller warned info about PNE and Res PowerResolution: gave the caller the info he requested

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 03/01/2013

Time Received: 04:26 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Hebron, NH 03241

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 03/01/2013

Waiting On Due Date:

Comments: is very confused about what is happening?Resolution: gave info and website.

Closed: Yes

Date Closed: 03/01/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:



Received By: JQ

Date Received: 03/04/2013

Time Received: 08:56 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

Nelson, NH 03457

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 03/04/2013

Waiting On Due Date:

Comments: was told by PSNH to call us. She was told by them Res Power out of business. They say no.Resolution: explained one of Res Power's suppliers is out of business but not Res Power.

Closed: Yes

Date Closed: 03/04/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: MLR

Date Received: 03/06/2013

Time Received: 10:15 PM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]  
[REDACTED]

Manchester, NH 03104

[REDACTED]

[REDACTED]

M-F 9 to 3

Contact Information

[REDACTED]

Account #:

Method of Contact: Online

Docket #:

Reason for Contact: INFORMATION

Staff Responding: MLR

Date: 03/07/2013

Waiting On Due Date: 03/07/2013

RPR

Comments:

I have forwarded you a copy of their email. We have been bombarded with email and advertisement ever sense PNE had issues. Now, I have no clue who we are with, what to do and if we even have a supplier. Please see a cut and paste below for the text of my email sent to you earlier via email. Please read the additional comments in full and advise me of what to do? Thanks and sorry for resorting to file a complaint but I want to be sure we are protected and OK.

I have had more offers and opt out agreements, letters, phone calls since the PNE situation happened. I thought we were all set and replied to Fairpoint via email a few weeks ago to tell them we would go with them, but guess not since many emails have followed. Frankly, I have had many people trying to get our business since the PNE issue. We have no idea what is going on and with every communication from each company each day it gets more confusing. So, I have no clue what is going on or what to do. However, I do feel the need to defer to the Public Utility Commission as I am as confused as they come and do not know my rights or options at this point. I also feel the need to make this an official complaint with the PUC. This is not fair to the consumer and really do not know what to do. I just want to have electricity and pay a bill each month to someone, period. I am not interested in aggressive marketing, newspaper stories, and conflicting information about my power. Frankly, I am sorry I left PSNH in the first place because it has been nothing but a hassle since we took advantage of this so called deregulation opportunity.

Please advise us what to do. Please consider this a formal complaint to the PUC of New Hampshire.

Thank you,

[REDACTED]

██████████  
Manchester, NH 03104

Dear Resident Power Customer:

**NEW RATE OFFER FROM RESIDENT POWER**

You are receiving this offer because you recently confirmed your desire for Resident Power to find you a new low cost electricity supplier and transfer your account from PSNH. Please let us know if you have subsequently decided to take the offer from Fairpoint or another supplier and do not wish to take advantage of the rate offer below. We would like to apologize, once again, for any confusion that was caused by the PNE situation. You are the best customers in the world and we are grateful for your business.

You have 5 business days to Opt Out of this or any offer we send you. Your Opt Out Date for the this notice is 03/13/2013. To Opt Out you can either give us a call (603-232-9293) or send us an e-mail (marketing@residentpower.com) with OPT OUT in the Subject line before your 5 day Opt Out period expires.

No action is required if you agree with the rate and terms indicated below. After the Opt Out period has expired, Resident Power's offered rate will take effect, via enrollment with your new supplier on your next available meter reading.

\*\*\*\*\*

3/7 Assigned to Bob.

3/7 Attached Email received from customer to Contact Memo. SEE "FILE ATTACHMENTS"

**Resolution:** 3/7/13----spoke with customer ---when over his options---he is happy

Closed: Yes

Date Closed: 03/07/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

File Attachments?: ☒

Received By: JQ

Date Received: 03/11/2013

Time Received: 10:28 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 03/11/2013

Waiting On Due Date:

Comments: received a contract from residence power. wants info but cannot be called. She left me her email address.Resolution: From: Quint, Janet  
Sent: Monday, March 11, 2013 12:00 PM  
To: [REDACTED]  
Subject: Residence Power

Good Morning:

I received your message. You should call Residence Power and find out why they sent the contract. It might have been a mistake.

You can go to our website [www.puc.nh.gov](http://www.puc.nh.gov) <<http://www.puc.nh.gov>> or call me at the number below between 8AM to 4:30PM. We do not regulate the energy suppliers but there are some consumer protection rules in place.**From:** [REDACTED]  
**Sent:** Monday, March 11, 2013 5:28 PM  
**To:** Quint, Janet  
**Subject:** Re: Residence PowerJanet,  
Thanks for getting back to me. The contract sent by Resident Power was sent after I expressed interest in their power supply as an alternative to PSNH. But am very

concerned as I recently saw on-line they had some 'issues' w/their current customers.



Closed: Yes

Date Closed: 03/11/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: JQ

Date Received: 03/13/2013

Time Received: 10:27 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer InformationContact Information

Account #:

Method of Contact: Call

Docket #:

Reason for Contact: INFORMATION

Staff Responding: JQ

Date: 03/13/2013

Waiting On Due Date:

---

Comments: was a Residence Power cust. wants info about FRP.Resolution: explained energy suppliers and gave FRP number.

Closed: Yes

Date Closed: 03/13/2013

Adjusted Amt: \$0.00

Reopened:

Date Closed:

Received By: KNS

Date Received: 07/30/2012

Time Received: 08:59 AM

RE: Resident Power

816 Elm Street, Suite 364

Manchester, NH 03101

(603) 232-9293

Customer Information

[REDACTED]

[REDACTED]

Contact Information

Account #:

Method of Contact: Email

Docket #:

Reason for Contact: COMPETITION

Staff Responding: MLR

Date: 07/30/2012

Waiting On Due Date: 07/30/2012

RPR

Comments:

From: Smith, Kim On Behalf Of PUC

Sent: Monday, July 30, 2012 8:59 AM

To: Raymond, Margaret; Noonan, Amanda

Subject: FW: Resident Power

Hi Margaret,

I have attached an internet email from our PUC account. Can you please forward it to someone in your department for a response.

Thank you.

Kim

From: [REDACTED] ]&gt;

Sent: Sunday, July 29, 2012 2:10 PM

To: PUC

Subject: Resident Power

Hello,

I the interest of privacy I would rather keep this via email. I have had some strange experiences while researching Resident Power and Power New England. In getting a pitch from the company months back they mentioned they get competitive quotes from suppliers. I asked who they said Power New England. There wasn't much info online so I called the company. The same folks answered the phone which I thought was quite strange. I had a friend call and the same thing.

Are Resident Power and Power New England related companies? If so doesn't that go against fair competition. I

mean If Resident Power is a broker or aggregator (not sure of difference) and they pass the prospective customer over to their own supplier that wouldn't seem fair for the consumer.

I was hoping you could investigate that. Seems both companies use a mailbox service but a friend said the real address for Resident Power was over in Auburn NH. He expressed interest in maybe selling for them part time I believe it was 5 Dartmouth Drive on the 3rd floor. The rep said the owner for both Resident Power and Power New England was in the same office so he could meet him while there. Either Art or Bart. He mentioned 2 other companies in their that are in the electricity business but the names escape me.

Now based on their website and pitch I believe they are supposed to quote out to several suppliers. As a consumer this info is really quite disturbing.

I look forward to your reply.



\*\*\*\*\*

Resolution: Mike,  
Here are ResPower's response, and some input from Iqbal.  
Thought you might be interested.  
Bob

**From:** Rohnstock, Bob [<mailto:Bob.Rohnstock@puc.nh.gov>] <[mailto:\[mailto:Bob.Rohnstock@puc.nh.gov\]](mailto:[mailto:Bob.Rohnstock@puc.nh.gov])>  
**Sent:** Tuesday, July 31, 2012 9:03 AM  
**To:** Bart Fromuth  
**Subject:** Customer complaint Resident Power/Power New England

**Bart Fromuth:**  
**Good Morning Bart,**

I received this yesterday from someone who has expressed a concern for maintaining his/her privacy.  
As such, I realize that you cannot address his/her specific concerns. Perhaps, however, you can address in a general way, his/her concerns about the relationship between Resident Power and Power New England. He/She seems to be alleging some level of impropriety surrounding the suggestion of "independence" of an aggregator, when there is a 'linkage' between the aggregator and the supplier.  
At any rate, I'll wait to get your thoughts before I respond.  
Thanks,  
Bob

**From:** [jtrodier@comcast.net](mailto:jtrodier@comcast.net) <<mailto:jtrodier@comcast.net>> [<mailto:jtrodier@comcast.net>] <[mailto:\[mailto:jtrodier@comcast.net\]](mailto:[mailto:jtrodier@comcast.net])>  
**Sent:** Tuesday, July 31, 2012 11:30 AM  
**To:** Rohnstock, Bob  
**Cc:** [energy49@comcast.net](mailto:energy49@comcast.net) <<mailto:energy49@comcast.net>>; 'Bart Fromuth'  
**Subject:** Re: Customer complaint Resident Power/Power New England  
**Importance:** High

Bob, Bart has asked me to respond to your email. As a general matter, I have advised PNE and Resident not to respond to anonymous complaints to the PUC. Having said that, we also wish to be responsive to any concerns that you have.



The relationship between PNE and Resident has been extensively discussed at a meeting held at the PUC on May 19 attended by Suzanne Amadon, Amanda Noonan, Attorney Speidel and Iqbal. The short answer is that Resident has enrolled customers with other suppliers in New Hampshire and other states. If you recall, earlier this year a customer by the name of Scoop City filed a complaint against Resident Power and Nextera, proving that Resident Power does not work exclusively with PNE. While Resident Power has placed significant numbers of customers with PNE in NH, this is due in large part to the lack of other suppliers in NH that are willing to serve residential class customers and/or willing to work with brokers/aggregators.

Finally, the applicable PUC rules do not prohibit an exclusive relationship between an aggregator and a CEPS, even if that was the case here, which it is not.

Regards, Jim Rodier 603-559-9987

**From:** Rohnstock, Bob  
**Sent:** Tuesday, July 31, 2012 2:56 PM  
**To:** Iqbal, Al-Azad  
**Subject:** Customer Complaint vs. Resident Power

Iqbal,  
I received the e-mail below from a customer concerned about the legitimacy of the Resident Power/PNE relationship.  
I sent it over to Resident Power asking for some input, and received the attached response from Jim Rodier.  
Before I respond, do you have anything that you feel should be added to the response?  
Please advise.  
Thanks,  
Bob

**Sent:** Sunday, July 29, 2012 2:10 PM  
**To:** PUC  
**Subject:** Resident Power

Hello,

In the interest of privacy I would rather keep this via email. I have had some strange experiences while researching Resident Power and Power New England. In getting a pitch from the company months back they mentioned they get competitive quotes from suppliers. I asked who they said Power New England. There wasn't much info online so I called the company. The same folks answered the phone which I thought was quite strange. I had a friend call and the same thing.

Are Resident Power and Power New England related companies? If so doesn't that go against fair competition. I mean If Resident Power is a broker or aggregator (not sure of difference) and they pass the prospective customer over to their own supplier that wouldn't seem fair for the consumer.

I was hoping you could investigate that. Seems both companies use a mailbox service but a friend said the real address for Resident Power was over in Auburn NH. He expressed interest in maybe

selling for them part time I believe it was 5 Dartmouth Drive on the 3rd floor. The rep said the owner for both Resident Power and Power New England was in the same office so he could meet him while there. Either Art or Bart. He mentioned 2 other companies in their that are in the electricity business but the names escape me.

Now based on their website and pitch I believe they are suppose to quote out to several suppliers. As a consumer this info is really quite disturbing.

I look forward to your reply.

**From:** Iqbal, Al-Azad  
**Sent:** Tuesday, July 31, 2012 3:12 PM  
**To:** Rohnstock, Bob  
**Subject:** RE: Customer Complaint vs. Resident Power

Bob,

In their application Resident Power stated this

Statement of Supplier Interests:

Resident Power does not intend to represent any one supplier interest, however due to the limited electricity supplier market currently willing to service residential and small business customers, we may be limited in our ability to choose which suppliers we wish to do business.

I guess Jim addressed the issue well. There is no foul play in this, but it is confusing. An aggregator is a facilitator between a customer and a CEPS. So if there is only one CEPS who serves residential customers in NH, an aggregator cannot provide multiple quotes. Right now only ENH Power and PNE (both CEPS) serve the residential and small customers. If the customer is not happy with Resident Power, s/he can choose any other aggregator or CEPS.

Thanks!

Iqbal

[REDACTED]:

I've received your e-mail and sought response from Resident Power. Below is a portion of the response from Resident Power's Corporate Counsel, Atty. James Rodier:

***"The relationship between PNE and Resident has been extensively discussed at a meeting held at the PUC on May 19, 2012. The short answer is that Resident has enrolled customers with other suppliers in New Hampshire and other states. While Resident Power has placed significant numbers of customers with PNE in NH, this is due in large part to the lack of other suppliers in NH that are willing to serve residential class customers and/or willing to work with brokers/aggregators.***

***Finally, the applicable PUC rules do not prohibit an exclusive relationship between an aggregator and a CPS, even if that was the case here, which it is not. "***

Additionally, I've have included a response from Al-Azad Iqbal, Utility Analyst III - NH-PUC. Mr. Iqbal is charged with the 'certification' process of prospective Competitive Power Suppliers (CPS). In this regard, he points out that included in the Resident Power application, the issue of limited options for

linkage with power suppliers was addressed:

***In their application, Resident Power stated  
Statement of Supplier Interests:***

***Resident Power does not intend to represent any one supplier interest, however due to the limited electricity supplier market currently willing to service residential and small business customers, we may be limited in our ability to choose which suppliers we wish to do business.***

***An aggregator is a facilitator between a customer and a CEPS. So if there is only one CEPS who serves residential customers in NH, an aggregator cannot provide multiple quotes. Right now only ENH Power and PNE (both CEPS) serve the residential and small customers. If the customer is not happy with Resident Power, s/he can choose any other aggregator or CEPS.***

I would point out as well, that competitive power suppliers are not regulated by this Commission in the same way in which 'default' suppliers are regulated. The rules that do apply to competitive suppliers can be found on the PUC website at [www.puc.nh.gov](http://www.puc.nh.gov) <<http://www.puc.nh.gov>>. Click on **Electric**, and then on **Rules**. **Puc 2000** is the section that applies to competitive suppliers.

I hope this helps to address your concerns.

Sincerely,

Robert P. Rohnstock  
Utility Analyst, NH-PUC

[REDACTED]

**Sent:** Thursday, August 02, 2012 6:12 AM

**To:** Rohnstock, Bob

**Subject:** Re: Inquiry regarding Resident Power and PNE

Thank you Mr Rohnstock,

Sounds like they have all the answers. Unfortunately they represent that they quote out to multiple vendors. Seems misleading. I wonder how deep that relationship is with PNE. Interesting that this response came from their council rather than a company representative. That in itself is quite formal.

We the consumers hope you will keep an eye on this company. Electricity and utilities in general have been quite monopolized with PSNH and others and now it seems even the so called competition is suspicious and may not be in our best interest if they again only have one supplier. ENH is quite new so Resident Power has had a long run and possibly giving customers a false sense of security.

Thanks again for your quick response. Please keep me abreast of any changes or further investigation.

[REDACTED]

**From:** Rohnstock, Bob

**Sent:** Tuesday, August 21, 2012 3:41 PM  
**To:** [REDACTED]  
**Subject:** RE: Inquirey regarding Resident Power and PNE

Mr [REDACTED]

At this point in time there is no further investigation into Resident Power. Should there be any changes in this regard, I will let you know.

Regards,  
Bob Rohnstock

**From:** [REDACTED] >  
**Sent:** Tuesday, August 21, 2012 3:21 PM  
**To:** Rohnstock, Bob  
**Subject:** Re: Inquirey regarding Resident Power and PNE

Hello Mr Rhonstock,

Could you please inform me of the investigation outcome for Resident Power.

Thank you.

[REDACTED]

On Thu, Aug 2, 2012 at 6:11 AM, [REDACTED]  
[REDACTED] wrote:

Thank you Mr Rohnstock,

Sounds like they have all the answers. Unfortunately they represent that they quote out to multiple vendors. Seems misleading. I wonder how deep that relationship is with PNE. Interesting that this response came from their council rather than a company representative. That in itself is quite formal.

We the consumers hope you will keep an eye on this company. Electricity and utilities in general have been quite monopolized with PSNH and others and now it seems even the so called competition is suspicious and may not be in our best interest if they again only have one supplier. ENH is quite new so Resident Power has had a long run and possibly giving customers a false sense of security.

Thanks again for your quick response. Please keep me abreast of any changes or further investigation.

[REDACTED]

Closed: Yes      Date Closed: 08/01/2012      Adjusted Amt: \$0.00  
Reopened:      Date Closed: