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To: Donald E. Bergeron/NUS@NU, Carmel M. Gondek/NUS@NU
Cc: Aaron J. Downing/NUS@NU, Janet R. Kelliher/NUS@NU
Date: 02/14/2013 04:38 PM
Subject: Customer Suspension

Company PNE Energy Supply LLC (51393) has been suspended effective immediately. The customer has waived their possibility to cure. PNE is the Lead Load Asset Owner and has 100% Ownership Share of load asset 39637, PNE_PSNH_LOAD in Metering Domain PSNH NODE (687). Per the RTO Tariff, Section I, Exhibit 1D, "ISO New England Billing Policy", this load asset will need to be retired as soon as practicable, but no later than 00:01, Wednesday February 20, 2013 (3 business days following the date of the suspension). We will be sending you a pre-populated Load Asset Registration Form reflecting the retirement. Please upload a signed version of the Asset Registration Form through Ask ISO with an effective date as soon as practicable. ISO-NE will sign on behalf of the suspended Market Participant. If the asset is not retired prior to Wednesday February 20, the ISO will take action to retire the asset effective on that date. Please let me know if you have any questions.

Chad Nelson
Generation & Load Administration
ISO New England
(413) XXX-XXXX
Cell(860) XXX-XXXX

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Load Asset Registration Form (ARF) Requirements User Guide

ISO New England Inc.
January 14, 2013
Revision 2



Load Asset Registration Form (ARF) Requirements

Please note the Load ARF serves as an Initial Registration, Modification or Retirement of a load. For your reference, ISO New England [Manual for Registration and Performance Auditing](#) (M-RPA) Section 1 provides most of the governing language on the asset registration process.

There is a version of the Load ARF to be used for the initial registration of load assets and there is a version of the Load ARF to be used to modify or retire existing load assets.

- The initial Load ARF is available at: http://www.iso-ne.com/support/asset_info/index.html
- For existing load assets, the current Load ARF to be used to request a modification or retirement should be requested via [Ask ISO](#). That form should be resubmitted showing requested changes in **bold red** font.

All asset registration requests must be initiated via [Ask ISO](#). An Excel version must be submitted with all requests - (e.g., Initial Registration, Modify Existing or Retire Existing) - in addition to the signed PDF copies.

Load Asset Registration Forms shall be filled out completely for all submittals.

Form Header

Initial Registration (New Asset) Form:

Modify or Retire Form:

Asset ID#:

The Asset ID is a unique ISO-NE identifier. Asset ID numbers are assigned by the ISO during the Initial Registration Process and this field should be left blank if the form is for Initial Registration.

Asset Name:

The asset name must be 30 characters or less and the last 4 characters must be LOAD.

Request Type:**Initial Registration:** *(Initial Form)*

This box is the only option and is prefilled on the initial Load ARF.

Modify Existing: *(Modify/Retire Form)*

This box should be checked if there is a change in the load's registration information and the revision number is 1 or greater.

Retire Existing: *(Modify/Retire Form)*

This box should only be checked if a load asset is being retired.

SECTION 1 – Submitting Party Information

Section 1: Submitting Party Information		
Desired Implementation Date:	<input type="text"/>	Data Revision #:
Representing Lead Load Asset Owner:	<input type="text"/>	Participant ID:
Submitted by:	<input type="text"/>	e-Mail Address:
Phone Number:	<input type="text"/>	Ext:
	<input type="text"/>	Fax:

Desired Implementation Date:

- Initial Registration (New Asset):**

A Desired Implementation Date for new assets must allow for at least 5 Business Days for the ISO and the Host Participant Assigned Meter Reader to review the Load ARF and accurately model the asset.

- Modify or Retire Existing Asset:**

A Desired Implementation Date for existing assets must allow 2 Business Days for the ISO to review and approve or deny the Load ARF.

Data Revision #:

The revision number for an Initial Registration is always zero. The revision number is increased by 1 each time a change is made. The current revision number may be obtained from the ISO or left blank.

Lead Load Asset Owner: *(Initial)*

Must be submitted by the Lead Load Asset Owner which must be a settleable market participant. You may leave Lead Load Asset Owner in Section 3a blank on initial registration. You may leave Asset Owner in Section 3a blank if retaining 100% ownership on initial registration.

Lead Load Asset Owner/Asset Owner: *(Modify/Retire)*

The Lead Load Asset Owner and/or Asset Owner must be a settleable Market Participant.

Participant ID:

There is a Participant ID associated with all ISO New England customers. Please contact your Security Administrator or refer to your MIS Reports. A list is also available at: http://www.iso-ne.com/support/asset_info/index.html. Click on the Customer and Asset Information document to access the list. Some customers have settleable and non-settleable entities. Please verify the name and customer ID of the entity that should bear the responsibility.

Submitted By:

The ARF's "Submitted By" field identifies the individual submitting the Asset Registration Form as a representative of the Lead Load Asset Owner and/or Asset Owner. (For an Initial registration it must be a representative of the Lead Load Asset Owner.) The ISO utilizes the Customer & Asset Management System (CAMS) to ensure that this individual represents the Lead Load Asset Owner and/or Asset Owner Market Participant. To ensure prompt processing, please verify that the ARF submitter is listed in the CAMS as a Contact Type – Responsible for Asset Registration Form submittal. If the name and e-mail information are entered in Section 1, they will receive notification via e-mail.

E-Mail:

The e-mail address corresponding to the "Submitted By" person. Note the e-mail address populated in this field will receive notification that the asset registration form has been implemented. In the event that notification should be sent to a group e-mail address, please enter that address in this field. The email address should be in CAMS.

Phone Number:

The phone number for the person submitting the ARF and it should be in CAMS.

Ext:

The extension number for the person submitting the ARF if applicable.

Fax:

The fax number for the person submitting the ARF (not required).

SECTION 2 – Load Asset Registration (Note: These Data Elements Remain Static Following Initial Registration)

The information in this section must be filled in by the submitter on the Initial Load ARF. It will be pre-filled by ISO on the Modify/Retire Load ARF for an existing asset.

Section 2: Load Asset Registration (Note: These Data Elements Remain Static Following Initial Registration)	
Load Location City/Town: <input type="text"/> State: <input type="text"/>	Metering Domain Name: <input type="text"/> Metering Domain ID: <input type="text"/> Zonal Location Name: <input type="text"/>

Location of Load:

- **City/Town:** This field contains the City/State of the load . May be left blank if not applicable.
- **State:** Enter state where load is located. Required.

Metering Domain Name & ID:

These fields should be used to specify the metering domain name and ID.

Zonal Location Name:

This field should contain zonal location name. Choose the zonal name using the drop down list on the form.

SECTION 3 – Load Asset Registration Modification(s) to Existing Load Asset (Check as Many as Apply)

NOTE: FOR MODIFICATIONS TO EXISTING ASSETS ONLY. THIS SECTION IS NOT ON THE INITIAL REGISTRATION FORM

Section 3: Requested Modification(s) to Existing Load Asset Registration (Check as Many as Apply)	
<input type="checkbox"/> Change Estimated Max Load <input type="checkbox"/> Change Facility Type <input type="checkbox"/> Change Lead Load Asset Owner <input type="checkbox"/> Change Meter Reader <input type="checkbox"/> Change Metering Type	Note: These changes are ONLY effective the 1st of the Month <input type="checkbox"/> Change Asset Name <input type="text"/> <input type="checkbox"/> Change Percentage of Ownership Share

Change Estimated Max Load:

If there is a change to the estimated max load, this box should be checked,

Change Facility Type:

This box should be checked to indicate a change of Facility Type

Change Lead Load Asset Owner:

If there is a change of Lead Load Asset Owner, this box should be checked as well as the box for 'Modify Existing.' The Receiving Lead Load Asset Owner must be identified in Section 3a.

Change Meter Reader:

If there is a Meter Reader change, this box should be checked as well as the box for 'Modify Existing.' ISO New England Manual for Registration and Performance Auditing (M-RPA) Section 1 defines who is eligible to submit load asset meter data. The assigned Meter Reader must be identified in Section 3a.

Change Metering Type:

This box should be checked to indicate a change of Metering Type

Change Asset Name:

This field is filled in for load asset name changes (i.e. different from what is entered on the top of the form in the Form Header and currently in ISOs system of record). The name must be 30 characters or less and the last 4 characters must be LOAD. **(Effective only on the 1st of the Month)**

Change Percentage of Ownership Share:

If there is a change in the percentage of ownership share, this box should be checked. Note that ownership share changes can only be implemented on the first day of a month.

SECTION 3a – Load Asset Registration (Note: These Data Elements Are Available for Modification Following Initial Registration)

Section 3a: Load Asset Registration (Note: These Data Elements Are Available for Modification Following Initial Registration)

Type of Facility:

Estimated Max Load: MW Metering Type:

****Generation Information System (GIS) Exempt?**

If yes, please state reason:

Yes

No

Asset Owner(s):

ID #1	Name #1	% Own #1
ID #2	Name #2	% Own #2
ID #3	Name #3	% Own #3
ID #4	Name #4	% Own #4
ID #5	Name #5	% Own #5
ID #6	Name #6	% Own #6
ID #7	Name #7	% Own #7
ID #35	Name #35	% Own #35
ID #36	Name #36	% Own #36
ID #37	Name #37	% Own #37
		Sum

Host Participant: Participant ID#: Phone Number: e-Mail:

Lead Load Asset Owner: Participant ID#: Phone Number: e-Mail:

NEPOOL Assigned Meter Reader Company Name or its Agent: Participant ID#: Phone Number: e-Mail:

Type of Facility:

This field is used to describe the type of facility. Choose the facility type using the drop down list on the form.

Estimated Max Load:

Estimate of the expected max load of the facility and can be defined to 3 decimal places.

Metering Type:

This field should contain the metering type. Choose the metering type using the drop down list on the form.

Generation Information System (GIS) Exempt:

This field is used to specify whether a load is GIS Exempt. A separate form is required to be sent with the ARF for GIS Exempt loads. The form can be found at the following link: <http://www.iso-ne.com/stlmnts/gis/index.html>. Click on the “GIS Exemption Form” document.

Asset Owners:

Asset Owner(s) must be listed and the total must equal 100% ownership. Asset Owner(s) must be settleable market participants. Ownership changes can only be made effective on the first of the month.

Host Participant:

The Host Participant is a Market or Governance Participant transmission or distribution provider that reconciles the loads within the metering domain. This field should be filled with the Host Participant name, Market Participant ID#, Market Participant phone number, and Market Participant e-mail.

Lead Load Asset Owner:

This field should contain the Lead Load Asset Owner information who is responsible for the day to day bidding of the asset in eMarket. This field should contain the Lead Load Asset Owner company name, Market Participant ID#, Market Participant phone number, and Market Participant e-mail.

NEPOOL Assigned Meter Reader Company Name or its Agent:

The participant responsible reports to the ISO the hourly and monthly MWh associated with the Asset. These MWh are used for settlement. The Assigned Meter Reader may designate an agent to help fulfill its Assigned Meter Reader responsibilities; however, the Assigned Meter Reader remains functionally responsible to the ISO. This field should contain assigned meter reader company name or agent name, Market Participant ID#, Market Participant phone number, and Market Participant e-mail.

SECTION 4 – Routing and Authorized Signature(s) Affirming Change

Initial Registration (New Asset) Form:



Load Asset Registration Form (ARF)

Asset ID #:
Asset Name:

Section 4: Routing and Authorized Signatures(s) Affirming Change

For new Load Asset - the Lead Load Asset Owner must submit Asset Registration Form, please refer to manual M-RPA 1.1.2 (3)
For transferring entire ownership rights or assigning or changing ownership shares, please refer to Manual M-RPA 1.2.2

Company:		
Role:	<i>Lead Load Asset Owner</i>	
E-Mail:		
Typed Name:		
Signature:		Date: <input style="width: 50px;" type="text"/>

Company:		
Role:	<i>Asset Owner</i>	<input type="checkbox"/> Same as Lead Load Asset Owner
E-Mail:		
Typed Name:		
Signature:		Date: <input style="width: 50px;" type="text"/>

Company:		
Role:		
E-Mail:		
Typed Name:		
Signature:		Date: <input style="width: 50px;" type="text"/>

Company:		
Role:		<input type="checkbox"/> Same as Lead Load Asset Owner
E-Mail:		
Typed Name:		
Signature:		Date: <input style="width: 50px;" type="text"/>

Company:		
Role:	<i>Host Participant Meter Reader</i>	
E-Mail:		
Typed Name:		
**Signature:		Date: <input style="width: 50px;" type="text"/>

Company:		
Role:	<i>Assigned Meter Reader</i>	<input type="checkbox"/> Same as Host Participant Meter Reader
E-Mail:		
Typed Name:		
**Signature:		Date: <input style="width: 50px;" type="text"/>

*Must be submitted to Market Registration Agent in accordance with Manual M-RPA

**A change of Assigned Meter Reader from one entity to another within the same holding company only requires notification of the change to ISO and the affected asset owner(s), but does not require submission of this form.

**LLAO assessed GIS charges for Non Exempt GIS loads but may assign it to another Participant through GIS Administrator

Please submit via Ark ISO. For assistance with Ark ISO, contact Customer Support: custserv@iso-ne.com or (413) 546-4226.

Required Copy Sent to Host Participant

#24-11-05-13

Load Asset Registration Form (ARF) Requirements User Guide
Revision 2 -- January 14, 2013

Page 9 of 12
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10

Modify or Retire Form:



Load Asset Registration Form (ARF)

Asset ID #:
Asset Name:

Section 4: Routing and Authorized Signatures(s) Affirming Change

For new Load Asset - the Lead Load Asset Owner must submit Asset Registration Form, please refer to manual M-RPA 1.1.2 (3)
 For transferring entire ownership rights or assigning or changing ownership shares, please refer to Manual M-RPA 1.2.2

Company:		
Role:	<i>Existing Lead Load Asset Owner</i>	<input type="checkbox"/> Same as Lead Load Asset Owner
E-Mail:		
Typed Name:		
Signature:		Date: <input style="width: 60px;" type="text"/>
Company:		
Role:	<i>Existing Asset Owner</i>	<input type="checkbox"/> Same as Lead Load Asset Owner
E-Mail:		
Typed Name:		
Signature:		Date: <input style="width: 60px;" type="text"/>
Company:		
Role:	<i>Receiving Lead Load Asset Owner</i>	
E-Mail:		
Typed Name:		
Signature:		Date: <input style="width: 60px;" type="text"/>
Company:		
Role:	<i>Receiving Asset Owner</i>	<input type="checkbox"/> Same as Lead Load Asset Owner
E-Mail:		
Typed Name:		
Signature:		Date: <input style="width: 60px;" type="text"/>
Company:		
Role:	<i>Host Participant Meter Reader</i>	
E-Mail:		
Typed Name:		
**Signature:		Date: <input style="width: 60px;" type="text"/>
Company:		
Role:	<i>Assigned Meter Reader</i>	<input type="checkbox"/> Same as Host Participant Meter Reader
E-Mail:		
Typed Name:		
**Signature:		Date: <input style="width: 60px;" type="text"/>

*Must be submitted to Market Registration Agent in accordance with Manual M-RPA

*A change of Assigned Meter Reader from one entity to another within the same holding company only requires notification of the change to ISO and the affected asset owner(s), but does not require submission of this form.

**LLAO assessed GIS charges for Non-Exempt GIS loads but may assign it to another Participant through GIS Administrator

Please submit via Ark ISO. For assistance with Ark ISO, contact Customer Support: custserv@iso-ne.com or (413) 540-4220.

Required Copy Sent to Host Participant

#24-11-05-12

Role: Lead Load Asset Owner of the Asset: *(Initial)*

Market Participant name of the Lead Load Asset Owner of the Asset.

Name, Signature, and email address of the representative signing on behalf of the Lead Load Asset Owner of the Asset. Person must be in CAMS under the Market Participant with the Contact Type – Responsible for Asset Registration Form submittal.

Role: Existing Lead Load Asset Owner of the Asset: *(Modify/Retire)*

Market Participant name of the existing Lead Load Asset Owner of the Asset.

Name, Signature, and email address of the representative signing on behalf of the existing Lead Load Asset Owner of the Asset. Person must be in CAMS under the existing Market Participant with the Contact Type – Responsible for Asset Registration Form submittal.

Role: Asset Owner: *(Initial)*

Market Participant name of the Asset Owner.

Name, Signature, and email address of the representative signing on behalf of the Asset Owner. Person must be in CAMS under the Asset Owner with the Contact Type – Responsible for Asset Registration Form submittal.

Note: Check box if same as the Lead Load Asset Owner and leave blank.

Role: Existing Asset Owner: *(Modify/Retire)*

Market Participant name of the existing Asset Owner.

Name, Signature, and email address of the representative signing on behalf of the existing Asset Owner. Person must be in CAMS under the existing Asset Owner with the Contact Type – Responsible for Asset Registration Form submittal.

Note: Check box if same as the Existing Lead Load Asset Owner and leave blank.

Role: Receiving Lead Load Asset Owner of the Asset: *(Modify/Retire)*

Market Participant name of the receiving Lead Load Asset Owner of the Asset on a transfer of the Asset.

Name, signature, and email address of the representative signing on behalf of the receiving Lead Load Asset Owner. Person must be in CAMS under the receiving Lead Load Asset Owner with the Contact Type – Responsible for Asset Registration Form submittal.

Role: Receiving Asset Owner: *(Modify/Retire)*

Market Participant name of the receiving Asset Owner on a transfer of the Asset.

Name, signature, and email address of the representative signing on behalf of the receiving Asset Owner. Person must be in CAMS under the receiving Asset Owner with the Contact Type – Responsible for Asset Registration Form submittal.

Note: Check box if same as Receiving Lead Load Asset Owner and leave blank.

Role: Host Participant Meter Reader:

The Host Participant is a Market or Governance Participant transmission or distribution provider that reconciles the loads within the metering domain.

Name, signature, and email address of the representative signing on behalf of the Host Participant Meter Reader. Person must be in CAMS under the Host Participant with the Contact Type – Responsible for Asset Registration Form submittal.

Role: Assigned Meter Reader:

The Market Participant responsible reports to the ISO the hourly and monthly MWh associated with the Asset. These MWh are used for settlement.

Name, signature, and email address of the representative signing on behalf of the Assigned Meter Reader. Person must be in CAMS under the Assigned Meter Reader with the Contact Type – Responsible for Asset Registration Form submittal.

Note: Check box if same as the Host Participant Meter Reader and leave blank.

Required copy sent to Host Participant:

The box at the bottom of the form is checked to indicate that the Participant has been in contact with the Host Participant and has sent a copy to the Host Participant.

Submission

Please submit the completed ARF by creating an Ask ISO issue. For assistance using Ask ISO, contact Customer Support at <mailto:custserv@iso-ne.com> or (413) 540-4220. An Excel version of the ARF must be submitted with all requests—(e.g., Initial Registration, Modify Existing or Retire Existing)—in addition to the signed PDF copies. For modifications, please indicate changes in bold red font on the ARF. Load Asset Registration Forms shall be filled out completely for all submittals. The Excel file and signed PDFs must be attached to the Ask ISO issue.



Load Asset Registration Form (ARF)

Asset ID #:

Asset Name:

Request Type:

Modify Existing

Retire Existing

Section 1: Submitting Party Information

Desired Implementation Date:

Data Revision #:

Representing Lead Load Asset Owner/ Asset Owner:

Participant ID:

Submitted by:

e-Mail Address:

Phone Number:

Ext:

Fax:

Section 2: Load Asset Registration *(Note: These Data Elements Remain Static Following Initial Registration)*

Load Location

City/Town:

State:

Metering Domain Name:

Metering Domain ID:

Zonal Location Name:

Section 3: Requested Modification(s) to Existing Load Asset Registration *(Check as Many as Apply)*

- Change Estimated Max Load
- Change Facility Type
- Change Lead Load Asset Owner
- Change Meter Reader
- Change Metering Type

Note: These changes are ONLY effective the 1st of the Month

Change Asset Name

Change Percentage of Ownership Share

Section 3a: Load Asset Registration *(Note: These Data Elements Are Available for Modification Following Initial Registration)*

Type of Facility:

Estimated Max Load: MW

Metering Type:

**Generation Information System (GIS) Exempt?

If yes, please state reason:

Yes

No

Asset Owner(s):

ID #1	<input type="text" value="51393"/>	Name #1	<input type="text" value="PNE Energy Supply LLC"/>	% Own #1	<input type="text" value="100.000"/>
ID #2	<input type="text"/>	Name #2	<input type="text"/>	% Own #2	<input type="text"/>
ID #3	<input type="text"/>	Name #3	<input type="text"/>	% Own #3	<input type="text"/>
ID #4	<input type="text"/>	Name #4	<input type="text"/>	% Own #4	<input type="text"/>
ID #5	<input type="text"/>	Name #5	<input type="text"/>	% Own #5	<input type="text"/>
ID #6	<input type="text"/>	Name #6	<input type="text"/>	% Own #6	<input type="text"/>
ID #7	<input type="text"/>	Name #7	<input type="text"/>	% Own #7	<input type="text"/>
ID #8	<input type="text"/>	Name #8	<input type="text"/>	% Own #8	<input type="text"/>
ID #9	<input type="text"/>	Name #9	<input type="text"/>	% Own #9	<input type="text"/>
ID #10	<input type="text"/>	Name #10	<input type="text"/>	% Own #10	<input type="text"/>
ID #11	<input type="text"/>	Name #11	<input type="text"/>	% Own #11	<input type="text"/>
ID #12	<input type="text"/>	Name #12	<input type="text"/>	% Own #12	<input type="text"/>
ID #13	<input type="text"/>	Name #13	<input type="text"/>	% Own #13	<input type="text"/>

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Sum 100

Host Participant:

Public Service Company of New Hampshire

Participant ID#:

50094

Phone Number:

603-634-3629

e-Mail

psnhsupplierservices@nu.com

Lead Load Asset Owner:

PNE Energy Supply LLC

Participant ID#:

51393

Phone Number:

603-625-2244

e-Mail

Marianne.Vetter@felpower.com

NEPOOL Assigned Meter Reader Company Name or its Agent:

Public Service Company of New Hampshire

Participant ID#:

50094

Phone Number:

603-634-3629

e-Mail

psnhsupplierservices@nu.com



Load Asset Registration Form (ARF)

Asset ID #:

Asset Name:

Section 4: Routing and Authorized Signatures(s) Affirming Change

For new Load Asset - the Lead Load Asset Owner must submit Asset Registration Form, please refer to manual M-RPA 1.1.2 (3)
For transferring entire ownership rights or assigning or changing ownership shares, please refer to Manual M-RPA 1.2.2

Company:	<input type="text" value="ISO New England Inc"/>		
Role:	<input checked="" type="checkbox"/> Existing Lead Load Asset Owner		
E-Mail:	<input type="text" value="cnelson@iso-ne.com"/>		
Typed Name:	<input type="text" value="Chad Nelson"/>		
Signature:		Date:	<input type="text" value="2/18/13"/>
Company:	<input type="text"/>		
Role:	<input checked="" type="checkbox"/> Existing Asset Owner	<input type="checkbox"/>	Same as Lead Load Asset Owner
E-Mail:	<input type="text"/>		
Typed Name:	<input type="text"/>		
Signature:	<input type="text"/>	Date:	<input type="text"/>
Company:	<input type="text"/>		
Role:	<input checked="" type="checkbox"/> Receiving Lead Load Asset Owner		
E-Mail:	<input type="text"/>		
Typed Name:	<input type="text"/>		
Signature:	<input type="text"/>	Date:	<input type="text"/>
Company:	<input type="text"/>		
Role:	<input checked="" type="checkbox"/> Receiving Asset Owner	<input type="checkbox"/>	Same as Lead Load Asset Owner
E-Mail:	<input type="text"/>		
Typed Name:	<input type="text"/>		
Signature:	<input type="text"/>	Date:	<input type="text"/>
Company:	<input type="text" value="Public Service Company of New Hampshire"/>		
Role:	<input checked="" type="checkbox"/> Host Participant Meter Reader		
E-Mail:	<input type="text"/>		
Typed Name:	<input type="text"/>		
**Signature:	<input type="text"/>	Date:	<input type="text"/>
Company:	<input type="text" value="Public Service Company of New Hampshire"/>		
Role:	<input checked="" type="checkbox"/> Assigned Meter Reader	<input checked="" type="checkbox"/>	Same as Host Participant Meter Reader
E-Mail:	<input type="text"/>		
Typed Name:	<input type="text"/>		
**Signature:	<input type="text"/>	Date:	<input type="text"/>

*Must be submitted to Market Registration Agent in accordance with Manual M-RPA

*A change of Assigned Meter Reader from one entity to another within the same holding company only requires notification of the change to ISO and the affected asset owner(s), but does not require submission of this form.

**LLAO assessed GIS charges for Non Exempt GIS loads but may assign it to another Participant through GIS Administrator

Please submit via Ask ISO. For assistance with Ask ISO, contact Customer Support: custserv@iso-ne.com or (413) 540-4220.

Required Copy Sent to Host Participant

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Dear Resident Power Customer:

IMPORTANT UPDATE – REPLY REQUESTED

If you are receiving this message the transfer of your account from PNE Energy Supply to Fairpoint Energy has regrettably not gone through as expected. Your account had been enrolled for transfer to Fairpoint Energy at the same low rates, terms and conditions that you enjoyed with PNE Energy. However, the transfer of your account has been halted, and your account is now back with Public Service of New Hampshire (PSNH), whose rates are considerably higher than those you enjoyed with PNE Energy and would have enjoyed with Fairpoint Energy.

If you would like to still be a customer of Resident Power and authorize us to place you with an electricity provider other than PSNH at rates below PSNH rates, please REPLY to this email and type "RENEW MY ACCOUNT" and your first and last name in the email body or subject line. Or you may also call our office at 603 232 9293, and speak with one of our associates, between 9 am and 5 pm, M-F.

If you renew with us, we will get to work, right away, to find you an alternative to PSNH default service at rates that continue to be well below PSNH. If you do not renew with us, please be advised that you will remain on PSNH's high default service rate of \$.0954 per kwh, until you choose another supplier on your own, or you re-sign with Resident Power.

While we are writing you, we would like to clear up some inaccuracies in the media the last few days.

Subscribe	Share ▼	Past Issues	Trans
<p>1. Despite what was reported by the Nashua Telegraph and other news outlets this</p>			
<p>morning, Resident Power has not been suspended by the ISO or the New Hampshire PUC. The Telegraph and others have since changed their online versions to reflect the truth. We remain in good standing and continue to serve you (should you renew with us) and all of our 14,000 NH customers with superior rates and service.</p>			
<p>2. Your account has gone back to PSNH as of Wednesday, February 20, 2013. A request was made to PSNH to transfer your account to Fairpoint Energy automatically and protect your rates, however PSNH declined to make the switch. PSNH stated that although they had the ability to do the automatic transfer, they lacked the “resources” to effect the transfer in the time provided.</p>			
<p>3. Your former supplier, PNE Energy Supply, suffered from cash flow issues, stemming from record market volatility that caused them to seek out a buyer for their residential customers (Fairpoint Energy). PNE temporarily and voluntarily suspended their own service of the New Hampshire market, and was not forcibly suspended or removed from the market as others have suggested, nor has PNE Energy gone out of business. PNE Energy tells us that it intends to return to the market as New Hampshire’s only locally owned and operated electricity supplier in the next few weeks.</p>			
<p>When we started Resident Power, almost two years ago now, all we wanted to do was provide EVERY New Hampshire rate payer with a competitive choice, not just the large businesses. In the early days, the only supplier that would work with us, and be the first to offer service to residential and small commercial customers, was PNE Energy. As their partner these last two years, we salute them for being bold enough to do to what no competitive supplier had done before. Today, almost 50,000 New Hampshire customers have chosen an alternative supplier to help save them money on their electricity bills, and PNE Energy Supply is a major reason for that.</p>			
<p>In closing, we hope that you decide to remain with Resident Power. It has been our pleasure to serve you and we hope you give us the chance to continue that relationship.</p>			
<p>Please remember, that if you wish to stay with Resident Power, please REPLY to this email and type “RENEW MY ACCOUNT” and your first and last name in the email body or subject line. Or you may also call our office at 603 232 9293, and speak with one of our associates, between 9 am and 5 pm, M-F.</p>			
<p>Sincerely,</p>			
<p>Your Resident Power Enrollment Team</p>			

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