

**STATE OF NEW HAMPSHIRE
PUBLIC UTILITIES COMMISSION**

DE 09-035, DE 11-250 and DE 14-238

**PUBLIC SERVICE COMPANY OF NEW HAMPSHIRE d/b/a
EVERSOURCE ENERGY**

**Order Approving Reconciliation and Adjustment to Reliability Enhancement
Program Expenses and Revenues**

ORDER NO. 25,913

June 28, 2016

APPEARANCES: Matthew J. Fossum, Esq., on behalf of Public Service Company of New Hampshire d/b/a Eversource Energy; the Office of Consumer Advocate by Donald M. Kreis, Esq., on behalf of residential ratepayers; and Suzanne Amidon, Esq., on behalf of Commission Staff.

In this Order, the Commission approves the reconciliation of Eversource's reliability enhancement program and approves an average rate increase of 0.048 cents per kWh effective with services rendered on and after July 1, 2016, to allow Eversource to reconcile the costs and revenues for the program for the prior period, and to fund the program through the end of June 2017. This change, combined with changes to the Company's stranded cost adjustment charge, transmission cost adjustment mechanism and energy service rates, all for effect July 1, 2016, will result in an overall increase in monthly bills from \$115.79 to \$125.55, an increase of 8.4 percent, for the typical residential customer taking energy service from Eversource and using 625 kWh per month. For Eversource residential customers taking energy supply from a competitive supplier, the non-energy portion of the monthly bill will increase by approximately 7 percent.

I. PROCEDURAL HISTORY

On April 29, 2016, Public Service Company of New Hampshire d/b/a Eversource Energy (Eversource or the Company) filed a motion for approval of the reconciliation of expenses and revenues relating to its reliability enhancement program (REP) activities between April 1, 2015,

and March 31, 2016, and for review of Eversource's forecast of activities for the period April 1, 2016, through June 30, 2017. The filing was made pursuant to a comprehensive settlement agreement, the 2015 Public Service Company of New Hampshire Restructuring and Rate Stabilization Agreement (2015 Settlement Agreement) that was filed on June 10, 2015. The 2015 Settlement Agreement relates to the State's efforts to restructure the electric utility industry and Eversource's continued ownership of electric generation assets. The parties to the 2015 Settlement Agreement concurred that Eversource's REP activities should receive continued support, rather than lapse on June 30, 2015, and made specific provisions for that continuation in the 2015 Settlement Agreement. The Office of Consumer Advocate (OCA) is a participant in Dockets DE 09-035, DE 11-250 and DE 14-238, and is a signatory to the 2015 Settlement Agreement.

The Commission approved the REP and associated funding in the Company's 2006 distribution rate case to provide targeted funding for enhanced capital and operation and maintenance (O&M) spending, intended to improve the reliability and resilience of Eversource's distribution system. In Docket No. DE 09-035, Eversource's 2009 distribution rate case, the REP was expanded to allow the Company to develop and implement plans for specific projects. *See Public Service Company of New Hampshire*, Order No. 25,123 (June 28, 2010). The targeted funding, which was scheduled to end on June 30, 2015, continued through June 30, 2016, pursuant to Order No. 25,793 (June 25, 2015). Part 2, Section E of the 2015 Settlement Agreement provided for the continuation of the REP funding through June 30, 2017.

II. POSITIONS OF THE PARTIES AND STAFF

A. Eversource

Eversource summarized its REP-related capital and O&M activities over the twelve months ending June 2016. According to the Company, the largest capital investment has been in

the area of Distribution Automation, including the addition of pole-top Supervisory Control and Data Acquisition. Eversource said that these measures will result in interruptions to fewer customers, shorter interruption times, and significantly greater real-time system intelligence for operational and engineering personnel.

In addition, Eversource is conducting a connectivity inspection to accurately map each customer to the correct transformer, phase, and protective device in its Geographic Information System (GIS). The Company said that this information will enhance Eversource's response to power outages. Eversource testified that it continued to address overhead reliability and safety issues that were elements of the REP established in 2009. Those activities include Reject Pole Replacement, Porcelain Replacement, and National Electrical Safety Code capital repairs.

The Company said that it also continues vegetation management, which includes over 100 miles of enhanced tree trimming, hazard tree removal, and 23 miles of full width right-of-way clearing to be completed by June 30, 2016.

Eversource implemented a "Troubleshooter" program in New Hampshire. The Troubleshooter Organization consists of 18 Troubleshooter positions and two supervisors. The Troubleshooter positions work in three, six-person teams, working twelve-hour shifts, and providing coverage 24 hours a day, 365 days a year. Troubleshooters primarily cover the area work centers in Bedford, Derry, Hooksett, Milford, and Nashua. According to Eversource, the implementation of this program has allowed Eversource to eliminate the loss-of-service investigation charges to customers and has improved customer satisfaction. The Company claimed that its reliability performance has improved due to its REP activities, and the Troubleshooter program.

Eversource stated that it agrees to provide the following additional reports and information to the Commission:

- On or around September 30, 2016, a complete report, similar in form and content to the prior REP reports submitted in Docket No. DE 09-035, describing REP activities and expenditures;
- On or around August 1, 2016, and every three months thereafter, an updated report on the GIS Project;
- On or around August 31, 2016, a copy of the new Company procedure to ensure that the GIS will continue to be updated and validated on an on-going basis; and
- On or around June 30, 2016, a report on staffing levels, by month, showing the number of line crews, digger crews, troubleshooters, contractor line crews, and any other line maintenance personnel, for the area work centers since January 1, 2015.

B. OCA

The OCA expressed skepticism about the Troubleshooter program. The OCA said it is concerned that the program allows the Company to essentially impose a rate surcharge for safety and reliability activities that it should perform as basic service, not as a special program. The OCA said that next year, when the continuation of the program is being considered, the OCA will be asking at what point failing to skimp turns into gold-plating. Subject to that, the OCA commended the case to the Commission's best judgment.

C. Staff

Staff said that it thoroughly investigated the filing, and concluded that the rates are appropriately calculated. According to Staff, the additional reports that Eversource agreed to provide would assist in the review of the program next year.

III. COMMISSION ANALYSIS

We have reviewed the filing and the rate increase proposed by Eversource to reconcile revenues and expenses associated with the twelve months ending June 2016, and to fund activities for the next twelve months ending June 30, 2017. To reconcile past costs and revenues, and to support REP activity through June 2017, Eversource proposes an average revenue increase of 0.048 cents per kWh to its distribution rates. We find that Eversource has provided adequate support for the reconcilable increase, no part of which is dependent on the settlement in DE 11-250 or DE 14-238. In so doing, we find that the resulting rates are just and reasonable as required by RSA 378:5 and RSA 378:7.

We note that there is no proposal to reconcile actual costs with revenues for the twelve months ending June 2017. Regardless of the future of Eversource's REP program beyond June 2017, we require Eversource to provide an annual report of its REP activities for the period ending June 2017 as it did following the approval of the REP program activities in Order No. 25,123, and a reconciliation of the revenues and expenses incurred during that period.

In the event that Eversource seeks to continue its REP activities outside of a distribution rate case, we require the Company to work with Staff and the OCA to develop the program. We note that the REP activities approved in Order No. 25,123 were targeted activities intended to address known reliability issues in Eversource's system. The current REP, which began June 1, 2015, includes many of the same activities, but also includes the Troubleshooter program. We understand OCA's misgivings about the Troubleshooter program. This program will continue to be evaluated before its approval as part of any future REP.

This is one of four dockets in which we are issuing orders today that adjust Eversource rates effective on a service rendered basis on and after July 1, 2016. The four dockets are (1) the instant docket, to adjust the Company's reliability enhancement program expenses and revenues;

(2) DE 15-416, Eversource's average stranded cost recovery charge; (3) DE 16-566, to adjust the average transmission cost adjustment mechanism rate, and (4) DE 15, 415, the Company's energy service rate. Overall, the average total bill impact of the four rate changes for residential customers using 625 kWh per month who have not taken service from a competitive supplier is an 8.4 percent increase in monthly bills, from \$115.79 to \$125.55. Residential customers who take service from a competitive supplier will experience a 7 percent increase in the non-energy portion of the bills. None of the four orders being issued today will have any effect on the energy portion of the bill for someone receiving energy from a competitive supplier.

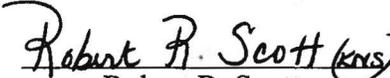
Based upon the foregoing, it is hereby

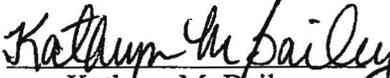
ORDERED, that the request for a rate increase of 0.048 cents per kWh in distribution rates to recover costs associated with the REP program for effect with services rendered on and after July 1, 2016, is hereby **APPROVED**; and it is

FURTHER ORDERED, that Eversource shall file tariff pages conforming to this order pursuant to Puc Part 1603 within 20 days of the date of this Order.

By order of the Public Utilities Commission of New Hampshire this twenty-eighth day of June, 2016.


 Martin P. Honigberg
 Chairman


 Robert R. Scott
 Commissioner


 Kathryn M. Bailey
 Commissioner

Attested by:


 Debra A. Howland
 Executive Director

SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED

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

Executive.Director@puc.nh.gov
allen.desbiens@nu.com
dhartford@clf.org
donald.kreis@oca.nh.gov
dpatch@orr-reno.com
epler@unitil.com
george.mccluskey@puc.nh.gov
jmonahan@dupontgroup.com
leszek.stachow@puc.nh.gov
matthew.fossum@eversource.com
mayoac@nu.com
mesterberg@dot.state.nh.us
ocalitigation@oca.nh.gov
richard.chagnon@puc.nh.gov
rmanh@rmanh.com
robert.bersak@nu.com
slamb@biaofnh.com
Stephen.Eckberg@puc.nh.gov
suzanne.amidon@puc.nh.gov
terry.cronin@tds.net

Docket #: 09-035-1 Printed: June 28, 2016

FILING INSTRUCTIONS:

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

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

Executive.Director@puc.nh.gov	
alexander.speidel@puc.nh.gov	
allen.desbiens@nu.com	
amanda.noonan@puc.nh.gov	
anne.pardo@mclane.com	
barry.needleman@mclane.com	
bill.glahn@mclane.com	
catherine.corkery@sierraclub.org	
christine.vaughan@eversource.com	
christopher.goulding@eversource.com	
dan.feltes@leg.state.nh.us	
david.shulock@puc.nh.gov	
dhartford@clf.org	
donald.kreis@oca.nh.gov	
dpatch@orr-reno.com	
elizabeth.tillotson@nu.com	
eric.chung@eversource.com	
f.anne.ross@puc.nh.gov	
heather.tebbetts@nu.com	
james.brennan@oca.nh.gov	
jeb.bradley@leg.state.nh.us	
jim@dannis.net	
josh.stebbins@sierraclub.org	
kristi.davie@eversource.com	
	linda.landis@psnh.com
	lois.jones@eversource.com
	matthew.fossum@eversource.com
	mayoac@nu.com
	mkahal@exeterassociates.com
	MSmith@orr-reno.com
	rick.white@nu.com
	robert.bersak@nu.com
	sarah.knowlton@libertyutilities.com
	Stephen.Eckberg@puc.nh.gov
	Stephen.Hall@libertyutilities.com
	suzanne.amidon@puc.nh.gov
	tcatlin@exeterassociates.com
	terry.cronin@tds.net
	tirwin@clf.org
	tom.frantz@puc.nh.gov
	william.smagula@nu.com
	zachary.fabish@sierraclub.org

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Executive.Director@puc.nh.gov	fedelblut@gmail.com
alexander.speidel@puc.nh.gov	gilfavor@comcast.net
amanda.noonan@puc.nh.gov	harringt@metrocast.net
andrew.hamilton@mclane.com	howard.moffett@leg.state.nh.us
catherine.corkery@sierraclub.org	james.brennan@oca.nh.gov
catherine.marsellos@puc.nh.gov	jay.dudley@puc.nh.gov
cbaia@concordnh.gov	jeb.bradley@leg.state.nh.us
cboldt@dtclawyers.com	jkennedy@concordnh.gov
cholahan@nepga.org	kate@nhsea.org
christine.vaughan@eversource.com	kerry.holmes@nh.gov
Christopher.aslin@doj.nh.gov	kristi.davie@eversource.com
christopher.goulding@eversource.com	leszek.stachow@puc.nh.gov
dan.feltes@leg.state.nh.us	lisa.cameron@brattle.com
daniel.allegretti@exeloncorp.com	mark.berkman@brattle.com
david.shulock@puc.nh.gov	matthew.fossum@eversource.com
ddolan@nepga.org	mayoac@nu.com
Dean.murphy@brattle.com	mayor@manchesternh.gov
dhartford@clf.org	mbirchard@clf.org
donald.kreis@oca.nh.gov	melissa.lauderdale@exeloncorp.com
dpatch@orr-reno.com	mike@ridgesend.com
elizabeth.nixon@puc.nh.gov	nhlocal@ibew1837.org
elizabeth.tillotson@nu.com	ocalitigation@oca.nh.gov
eric.chung@eversource.com	pcramton@gmail.com
f.anne.ross@puc.nh.gov	

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pjaesd@comcast.net
pradip.chattopadhyay@oca.nh.gov
richard.chagnon@puc.nh.gov
richard.minardjr@nh.gov
rick.white@nu.com
rmunnely@davismalm.com
robert.bersak@nu.com
sgeiger@orr-reno.com
slamb@biaofnh.com
suzanne.amidon@puc.nh.gov
terry.cronin@tds.net
tirwin@clf.org
tom.frantz@puc.nh.gov
william.smagula@nu.com
zachary.fabish@sierraclub.org

8442

The State of New Hampshire
PUBLIC UTILITIES COMMISSION

21 S. FRUIT ST, SUITE 10
CONCORD, N.H. 03301-2429

ANN L GILBERT
FRANKLIN PIERCE LAKE ASSOCIATION
PO BOX 1836
HILLSBOROUGH NH 03244

8442

The State of New Hampshire
PUBLIC UTILITIES COMMISSION

21 S. FRUIT ST, SUITE 10
CONCORD, N.H. 03301-2429

ANN L GILBERT
FRANKLIN PIERCE LAKE ASSOCIATION
PO BOX 1836
HILLSBOROUGH NH 03244