

October 10, 2019

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

RE: LOW INCOME ELECTRIC ASSISTANCE PROGRAM  
Reporting Requirements  
Docket No. DE 18-118

Dear Director Howland,

As required in the May 30, 2002 NHPUC Order 23,980 and the Electric Assistance Procedures Manuals, attached are the following monthly reports for September 2019 on Eversource's Electric Assistance Program (EAP):

1. EAP System Benefits Charge (SBC) Reconciliation;
2. Number of active EAP participants and participation levels by discount tier and discount amounts per tier; and,
3. Aging Comparison Between EAP and Other Residential Customers.

On October 4, 2019, the Program Administrator was provided customer billing and payment information via File Transfer Protocol (FTP) as required by the Procedures Manuals.

For the month of October 2018, Eversource expenses were \$39,522.21 above the Net SBC Funding. The net cumulative amount remitted by the New Hampshire State Treasury for program expenditures since inception stands at \$12,392,699.28.

With respect to item #3 above, the Company notes an error that has only recently been discovered with respect to the data in the report. The dollar value in the report listed as "Total Included Accounts Receivable" does not actually report the total accounts receivable for EAP customers. Instead, that value actually reflects the current (calendar) month's billing amount for all EAP customers. The Company identified this error during a detailed review of various processes and reporting as part of the discovery process in its pending rate case, Docket No. DE 19-057. It is not clear how long this data has been mislabeled, nor is the Company able to determine when this error began.

The Company is in the process of correcting the manner in which the data is filtered and collected to assure that future reports will contain the correct information, but that correction has not yet been completed. As a result, this month's September 2019 report continues to reflect only the current month's billing dollar value as opposed to the Total Accounts Receivable dollar value for EAP customers.

This report is being filed electronically with one paper copy being sent to the Commission.

Sincerely,

  
Margarita Campbell  
Manager, Credit and Collections

# Electric Assistance Program System Benefits Charge Reconciliation Report September 2019

	<b>Eversource</b>	
Retail Delivery KWHs		65,478,872
SBC Low Income EAP Rate	\$	0.0015
SBC Low Income EAP Billed Amount	\$	982,171.31
Interest on 10% Reserve Fund Balance <sup>(1)</sup>	\$	653.65
<b>SBC Low Income EAP Funding</b>	<b>\$</b>	<b>982,824.96</b>
<b>EAP Costs</b>		
Discounts Applied to Customers' Bills	\$	905,059.55
Payments to Community Action Agencies-August	\$	38,243.20
Incremental Program Expenditures	\$	-
Pre-program Arrears Recovery	\$	-
<b>Total EAP Costs</b>	<b>\$</b>	<b>943,302.75</b>
<b>SBC Low Income EAP Balance</b>	<b>\$</b>	<b>39,522.21</b>
<b>Total Amount Due to Eversource</b>	<b>\$</b>	<b>(39,522.21)</b>
Program to Date Reserve Balance	\$	372,886.38
<sup>(1)</sup> Interest on reserve at 0.61170%		
$\$372,886.38 * 2.13275\% * 30/365 = \$653.65$		

**Eversource  
Electric Assistance Program  
Number of Active EAP Participants by Discount Tier Levels and Amounts  
As of September 2019**

	<u>Number of Active Participants</u>	<u>Discount Tier*</u>	<u>% per Tier Participants To Total Participants</u>	<u>Discount Amount</u>	<u>% per Tier Discount To Total Discounts</u>
		1	0.0%	\$ -	0.0%
	5,284	2	23.1%	40,417.14	4.8%
	3,920	3	17.1%	79,227.43	9.4%
	4,286	4	18.7%	142,232.90	16.9%
	5,107	5	22.3%	234,612.12	27.9%
	<u>4,316</u>	6	<u>18.8%</u>	<u>344,684.00</u>	<u>41.0%</u>
<b>TOTAL</b>	22,913		100.0%	\$ 841,173.59	100.0%

**\*Discount Levels for Eversource:**

<u>Tier</u>	<u>Discount</u>	<u>% of Federal Poverty Guidelines</u>
2	8%	151% to 200%
3	22%	126% to 150%
4	36%	101% to 125%
5	52%	76% to 100%
6	76%	Up to 75%

**EVERSOURCE**  
**Electric Assistance Program**  
**Aging Comparison Between EAP and Other Residential Customers**  
**As of September 2019**

	<u>EAP</u>		<u>Non-EAP</u>	
Average Bill (current month)	\$	72.03	\$	121.17
Average Past Due Amount	\$	269.92	\$	229.72
Total Included Accounts Receivable <sup>(1)</sup>	\$	1,653,366.58	\$	50,338,428.41
Number of Accounts <sup>(1)</sup>		22,953		415,434
Percent Past Due:	33.38%	7,662	10.58%	43,953
% Past due 30 days	40.22%	3,082	61.65%	27,097
% Past due 60 days	21.51%	1,648	20.80%	9,142
% Past due 90 days	38.27%	2,932	17.55%	7,714

<sup>(1)</sup> Includes all accounts.

**EVERSOURCE  
ELECTRIC ASSISTANCE PROGRAM  
ADMINISTRATION COSTS**

<u>ONGOING ADMINISTRATION COSTS - PSNH PY 2019</u>	<u>For the Quarter Ending Sepebmer 30, 2019</u>			<u>Cumulative Costs From Oct 1, 2018 to December 31, 2019</u>		
	<u>Incremental</u>	<u>Non-Incremental</u>	<u>Total</u>	<u>Incremental</u>	<u>Non-Incremental</u>	<u>Total</u>
Information Technology	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Program Administration	\$ -	\$ 14,347.92	\$ 14,347.92	\$ -	\$ 51,233.13	\$ 51,233.13
Brochures			\$ -		\$ -	\$ -
Training	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL EAP ONGOING ADMINISTRATION COSTS</b>	<b>\$ -</b>	<b>\$ 14,347.92</b>	<b>\$ 14,347.92</b>	<b>\$ -</b>	<b>\$ 51,233.13</b>	<b>\$ 51,233.13</b>
<b>SBC REVENUES COLLECTED (including Interest on Reserve)</b>			<b>\$ 3,158,956.66</b>			<b>\$ 11,624,191.61</b>