



780 N. Commercial Street
P.O. Box 330
Manchester, NH 03105-0330

Matthew J. Fossum
Senior Regulatory Counsel

603-634-2961
matthew.fossum@eversource.com

March 15, 2021

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

RE: Docket No. DE 19-057
Public Service Company of New Hampshire d/b/a Eversource Energy
Notice of Intent to File Rate Schedules

Request to Modify Filing Date – Customer Survey

Dear Director Howland:

On December 15, 2020 the Commission issued Order No. 26,433 approving an October 9, 2020 Settlement Agreement (“Settlement”) in the above-captioned proceeding relating to the rate case filing of Public Service Company of New Hampshire d/b/a Eversource Energy (“Eversource,” “PSNH” or the “Company”). Relevant to this filing, Section 11.4 of the Settlement provides “At the Company’s expense, the Company shall conduct a comprehensive survey of PSNH’s customers regarding their prioritization of reliability and resiliency versus cost. The Company shall work collaboratively with Staff and the OCA on development of the survey instruments.” Section 11.5 of the Settlement states that the results of the survey will be submitted by March 31, 2021 as supplemental testimony in the docket for Eversource’s 2020 least-cost integrated resource plan filing, Docket No. DE 20-161.

Upon receiving the Commission’s Order approving the settlement, Eversource worked expeditiously to develop a survey instrument to be delivered to customers. Upon beginning discussions on the survey instrument, the Staff expressed a strong desire to involve a third-party in developing and delivering the survey rather than rely upon Eversource alone. As Eversource understands, the Staff’s desire was based upon its belief that it would provide for more accurate survey results to employ a third-party, and that it would be less likely to result in bias in the results. In line with the Staff’s intent, Eversource has been diligently working with the University of New Hampshire (“UNH”) survey center to complete development of appropriate survey materials.

As of the date of this submission, Eversource has nearly completed updating the survey materials with the input of UNH and will be providing the materials to the Staff and OCA for final review before the materials will be issued. In view of this need for outside collaboration, the completion of the survey in time for inclusion in a submission on March 31, 2021 is not reasonably possible. Accordingly, by this letter Eversource is requesting that the March 31, 2021 deadline be extended to April 30, 2021. Staff has stated its support for this one-month

extension. Eversource requests that the Commission approve this request by Order *nisi*, or by such other process as it deems appropriate.

If you have any questions, please do not hesitate to contact me. Thank you for your assistance with this matter.

Very truly yours,



Matthew J. Fossum
Senior Regulatory Counsel

CC: Service List