

STATE OF NEW HAMPSHIRE

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PUBLIC UTILITIES COMMISSION

21 S. Fruit St., Suite 10
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June 1, 2021

Re: DE 19-057, Public Service Company of New Hampshire d/b/a Eversource Energy
Notice of Intent to File Permanent Rate Schedules
Adopting Report and Recommendation on New Start Program Design

To the Parties:

Within its request for a permanent rate increase filed in this docket, Public Service Company of New Hampshire d/b/a Eversource Energy (Eversource) sought the Commission's approval of other measures, including a "New Start – Arrears Management Program" (New Start Program), which would provide payment assistance to qualifying residential customers with past due utility bills and forgive a portion of each participant's outstanding arrearage with each timely paid monthly bill. In Order No. 26,433 (December 15, 2020), the Commission approved a settlement agreement, in which the settling parties agreed that Eversource should implement the New Start Program in New Hampshire. The settlement agreement required Eversource to convene a group of stakeholders to develop, monitor, and evaluate the New Start Program. It set a deadline for the stakeholder group to file its report and recommendations with the Commission within 120 days of the Commission's final order.

On April 15, 2021, Eversource filed a Report and Recommendation on the New Start Program Design (New Start Report). Eversource requested the Commission to accept and approve the New Start Report so that it can complete the programming changes necessary to implement the New Start Program in early 2022.

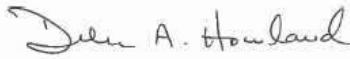
The New Start Report stated that the stakeholder group met weekly from March 4 until April 8, 2021 to discuss the design of the New Start Program. The stakeholder group consisted of representatives from: Eversource; Commission Staff; New Hampshire Legal Assistance; Community Action Partner, Strafford; New Hampshire Local Welfare Administrators Association; Listen Community Services; Catholic Charities; and Belknap/Merrimack Community Action Agency.

Contained in the New Start Report are a number of recommendations from the stakeholder group, which address matters not fully detailed in Section 13 or Appendix 7 of the settlement agreement, relating to the New Start Program. These matters included the following: eligibility requirements; general requirements; requirements for enrollment and re-enrollment; payment calculations; arrearage forgiveness; customer communications; stakeholder group monitoring and oversight of the program;

and program reporting metrics. The stakeholders recommended that Eversource send reports, in the specified Excel format, to the Commission and the stakeholder group on the last day of the month following the end of each quarter, beginning on April 30, 2022.

The Commission has reviewed the New Start Report and found that the stakeholder group's recommendations constitute reasonable additions to the New Start Program guidelines contained in Section 13 and Appendix 7 of the settlement agreement approved by Order No. 26,433. Accordingly, the Commission approves and adopts the New Start Report, including the reporting requirements. Eversource shall implement the New Start Program by early 2022, and it shall file quarterly reports with the Commission and the stakeholder group, in the format specified in the New Start Report, beginning on April 30, 2022.

Sincerely,

A handwritten signature in cursive script that reads "Debra A. Howland". The signature is written in dark ink on a light-colored background.

Debra A. Howland
Executive Director

cc: Service List (Electronically)
Docket File

Service List - Docket Related

Docket#: 19-057

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