

DG06-120

KEYSPAN
Energy Delivery

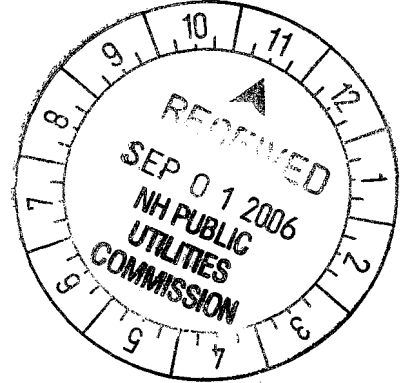
KeySpan Energy Delivery
52 Second Avenue
Waltham, MA 02451
Tel 781 466-5131
Fax 781 290-4965
E-mail pcrowe@keyspanenergy.com

Via Hand Delivery

Patricia Crowe
Regulatory Counsel

September 1, 2006

Debra A. Howland
Executive Director and Secretary
State of New Hampshire
Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429



RE: Residential Low Income Assistance Program for Natural Gas Customers
DG 06-_____

Dear Ms. Howland:

Enclosed please find an original and eight copies of a Settlement Agreement in the above referenced matter.

If you have any questions, please do not hesitate to telephone me.

Thank you.

Very truly yours,

Patricia Crowe (cc)

Patricia Crowe

Enclosures

Cc: Service List in Docket DG 05-076

STATE OF NEW HAMPSHIRE
BEFORE THE
PUBLIC UTILITIES COMMISSION

**Re: Residential Low Income Assistance Pilot Program for
Natural Gas Customers**

DG 06-_____

SETTLEMENT AGREEMENT

This Settlement Agreement (“Settlement”) is jointly sponsored and presented to the New Hampshire Public Utilities Commission (the “Commission”) this first day of September 2006 by EnergyNorth Natural Gas, Inc. d/b/a KeySpan Energy Delivery New England (“KeySpan”), Northern Utilities, Inc. (“Northern”), New Hampshire Community Action Association, Pamela Locke, by her attorney New Hampshire Legal Assistance, New Hampshire Office of Energy and Planning, the Office of the Consumer Advocate (jointly, the “Settling Parties”) and the Staff of the Commission (“Staff”).

This Settlement proposes certain program modifications in accordance with the Staff letter filed with the Commission on June 28, 2006 in Docket No. DG 05-076.

I. PROCEDURAL HISTORY

On September 1, 2005, the Commission issued Order No. 24,508 in Docket DG 05-076 (the “Order”) approving the Residential Low Income Assistance Pilot Program (“RLIAP” or the “Program”) for KeySpan and Northern’s natural gas customers for the November 1, 2005 through October 31, 2006 program year. The purpose of the Program

is to provide eligible low income customers a reduced rate in order to address escalating gas costs, while minimizing the impact on non-participating customers. In its Order, the Commission approved: 1) a 50 percent reduction off each company's tariffed base rate for eligible low income natural gas customers; 2) the outreach plans and reporting requirements submitted by the companies; 3) the companies' projected costs (administrative and program discounts) as well as a limit on such costs; and 4) recovery and reconciliation of RLIAP costs through the Winter 2005/2006 Local Distribution Adjustment Clause (LDAC). Order at 11-13.

The Order also contained a provision for the parties to "meet no later than June 30, 2006 to review the data provided by the quarterly reports and the status of the Pilot Program and discuss any program modifications for the 2006-2007 program year to be proposed to the Commission for its review and approval." Id. at 6-7. On June 22, 2006, the parties met to discuss the level of participation achieved, outreach efforts conducted, administrative costs of the RLIAP, and the continuation of the Program. On June 28, 2006, Staff filed a letter with the Commission in Docket No. DG 05-076 noting that the Parties and Staff expected to file by September 1, 2006 a proposal containing recommended changes regarding the 2006-2007 program year for Commission review and approval. On July 31, 2006, as part of their quarterly filing, KeySpan and Northern submitted sensitivity analyses incorporating possible program modifications.

II. SETTLEMENT TERMS

The Settling Parties and Staff agree as follows:

- A. The Settling Parties and Staff agree that it is in the public interest to continue to offer the RLIAP. Commencing with the 2006-2007 program year, the Program shall no longer be treated as a “pilot” program.
- B. For the period November 1, 2006 through October 31, 2007 only, the low income heating rate discount offered by Northern and KeySpan will be increased to reflect a 60 percent reduction in each utility’s non-low income residential heating base rate for delivery service. The resulting benefit is anticipated to be approximately 15.4% of the total bill for an average KeySpan natural gas customer based on 2005 -2006 gas rates and 17.6% of the total bill for an average Northern natural gas customer based on 2005-2006 gas rates.
- C. Northern and KeySpan shall continue to file quarterly reports in form and substance substantially similar to Attachments A and B.
- D. The Customer outreach and Communication program implemented by the Settling Parties in 2005/06 and reflected in Attachment C to this Settlement shall be continued for 2006/07. In addition, Northern and KeySpan shall provide customers on the low-income discount rate with notice of the expiration of their eligibility to receive the discount rate no later than thirty days prior to the expiration of the customer’s eligibility and include with such notice instructions on how to become re-certified for the discount rate.
- E. The Settling Parties shall meet prior to June 30, 2007 to discuss the status of the RLIAP and any program modifications for the 2007-2008 program

year, including the level of discount, to be proposed to the Commission for its review and approval.

- F. Except to the extent modified by this settlement, the Settling Parties agree to abide by the terms of the 2005-2006 Pilot Program as approved by the Order.

III. MISCELLANEOUS PROVISIONS

- A. This Settlement shall not be deemed in any respect to constitute an admission by any Settling Party or Staff that any allegation or contention in this proceeding is true or false, or that any particular agreement herein creates a precedent for future decision.
- B. Other than as expressly stated herein, the acceptance of this Settlement by the Commission shall not in any respect constitute a determination by the Commission as to the merits of any allegations, contentions, or issues made in this or any subsequent proceeding.
- C. This Settlement is expressly conditioned upon the Commission's approval of all provisions herein, without change or condition.
- D. The discussions (including workpapers, documents, etc. produced in connection therewith) that have produced this Settlement have been conducted on the explicit understanding that (i) all offers and discussions relating thereto are and shall remain privileged, (ii) shall be without prejudice to the position of any Settling Party or Staff presenting such offer or participating in any such discussion and (iii) are not to be used in

any manner in connection with these or other proceedings involving any of the parties to this Settlement or otherwise.

- E. This Settlement is agreed to on the condition that, in the event the Commission does not approve of it in its entirety, it shall be deemed withdrawn and void.
- F. This Settlement constitutes the entire agreement between the Settling Parties and Staff regarding the subject matter hereof. All previous agreements, discussion, communications, and correspondence regarding the subject matter hereof are superseded by the execution of this Settlement.
- G. The Commission shall have continuing jurisdiction to enforce the terms of this Settlement.
- H. The Settling Parties and Staff may modify this Settlement and any of the exhibits attached hereto upon written consent of the Settling Parties and Staff, and approval of the Commission, where required.

IV. CONCLUSION

Wherefore, the Settling Parties and Staff jointly recommend that the Commission approve this Settlement.

(Intentionally left blank)

Respectfully submitted,

ENERGYNORTH NATURAL GAS, INC. D/B/A KEYSpan ENERGY DELIVERY
NEW ENGLAND

By: Patricia Crowe (date) Date: 9/1/06
Patricia Crowe, Counsel

NORTHERN UTILITIES, INC.

By: _____ Date:

STAFF OF THE NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
By their attorney,

By: _____ Date:
Edward N. Damon, Esq.

OFFICE OF THE CONSUMER ADVOCATE

By: _____ Date:
Kenneth Traum, Acting Consumer Advocate

NEW HAMPSHIRE COMMUNITY ACTION ASSOCIATION

By: _____ Date:

PAMELA LOCKE BY HER ATTORNEY
NEW HAMPSHIRE LEGAL ASSISTANCE

By: _____ Date:
Alan Linder, Esquire

NEW HAMPSHIRE OFFICE OF ENERGY AND PLANNING

By: _____ Date:

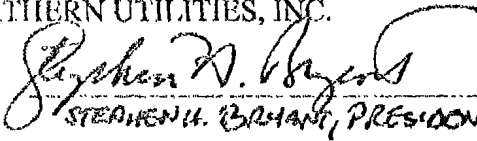
Respectfully submitted,

ENERGYNORTH NATURAL GAS, INC. D/B/A KEYSpan ENERGY DELIVERY
NEW ENGLAND

By: _____
Patricia Crowe, Counsel

Date:

NORTHERN UTILITIES, INC.

By: 
STEPHEN W. BRYANT, PRESIDENT

Date: August 31, 2006

STAFF OF THE NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
By their attorney,

By: _____
Edward N. Damon, Esq.

Date:

OFFICE OF THE CONSUMER ADVOCATE

By: _____
Kenneth Traum, Acting Consumer Advocate

Date:

NEW HAMPSHIRE COMMUNITY ACTION ASSOCIATION

By: _____

Date:

PAMELA LOCKE BY HER ATTORNEY
NEW HAMPSHIRE LEGAL ASSISTANCE

By: _____
Alan Linder, Esquire

Date:

NEW HAMPSHIRE OFFICE OF ENERGY AND PLANNING

By: _____

Date:

Respectfully submitted,

ENERGY NORTH NATURAL GAS, INC. D/B/A KEYSpan ENERGY DELIVERY
NEW ENGLAND

By: Patricia Crowe, Counsel

Date:

NORTHERN UTILITIES, INC.

By: _____

Date:

STAFF OF THE NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
By their attorney,

By: Edward N. Damon
Edward N. Damon, Esq.

Date: 9/1/06

OFFICE OF THE CONSUMER ADVOCATE

By: Kenneth Traum
Kenneth Traum, Acting Consumer Advocate

Date: 9/1/06

NEW HAMPSHIRE COMMUNITY ACTION ASSOCIATION

By: _____

Date:

PAMELA LOCKE BY HER ATTORNEY
NEW HAMPSHIRE LEGAL ASSISTANCE

By: Alan Linder
Alan Linder, Esquire
JOANNE PETITO, ESQUIRE

Date: 9/1/06

NEW HAMPSHIRE OFFICE OF ENERGY AND PLANNING

By: _____

Date:

Respectfully submitted,

ENERGYNORTH NATURAL GAS, INC. D/B/A KEYSpan ENERGY DELIVERY
NEW ENGLAND

By: _____ Date:
Patricia Crowe, Counsel

NORTHERN UTILITIES, INC.

By: _____ Date:

STAFF OF THE NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
By their attorney,

By: _____ Date:
Edward N. Damon, Esq.

OFFICE OF THE CONSUMER ADVOCATE

By: _____ Date:
Kenneth Traum, Acting Consumer Advocate

NEW HAMPSHIRE COMMUNITY ACTION ASSOCIATION

By: B. F. Hoffman Date: 0/31/06
Brian F. Hoffman Deputy Director CAPBMC Inc.

PAMELA LOCKE BY HER ATTORNEY
NEW HAMPSHIRE LEGAL ASSISTANCE

By: _____ Date:
Alan Linder, Esquire

NEW HAMPSHIRE OFFICE OF ENERGY AND PLANNING

By: _____ Date:

Respectfully submitted,

ENERGYNORTH NATURAL GAS, INC. D/B/A KEYSpan ENERGY DELIVERY
NEW ENGLAND

By: _____
Patricia Crowe, Counsel

Date:

NORTHERN UTILITIES, INC.

By: _____

Date:

STAFF OF THE NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
By their attorney,

Edward N. Damon, Esq.

Date:

OFFICE OF THE CONSUMER ADVOCATE

By: _____

Date:

NEW HAMPSHIRE COMMUNITY ACTION ASSOCIATION

By: _____


Date:

NEW HAMPSHIRE LEGAL ASSISTANCE

By: _____

Date:

NEW HAMPSHIRE OFFICE OF ENERGY AND PLANNING

By: 
Jack K. Ruderman
Deputy Director

Date: 8/31/06

ATTACHMENT A

**NORTHERN UTILITIES
QUARTERLY REPORT FORM**



July 31, 2006

Debra A. Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, New Hampshire 03301-2429

Re: Northern Utilities, Inc., Docket No. DG 05-076
Residential Low Income Assistance Pilot Program Quarterly Report
For Period Ending June 30, 2006

Dear Ms. Howland:

Enclosed for filing on behalf of Northern Utilities, Inc. ("Northern" or the "Company") is the Company's Residential Low Income Assistance Pilot ("RLIAP") program Quarterly Report for the period ending June 30, 2006 ("Report"). This Report, which is identified as Attachment A, is being submitted in compliance with the New Hampshire Public Utilities Commission's September 1, 2005 Order approving a low income rate pilot program ("Order"). See Order No. 24,508.

Also, in compliance with Mr. Damon's June 28, 2006 letter to Debra Howland regarding the RLIAP program, Northern herewith files a sensitivity analysis incorporating the modifications to the 2006-2007 RLIAP program as discussed at the June 22, 2006 meeting between the parties and Staff. Attachment B provides the estimated total costs for the 2006-2007 RLIAP program incorporating a 50% discount to Residential Heating class (R-5) base rates and a 10% increase in customer participation from June 2006 levels. This analysis results in a total program cost of \$175,188, which equates to 0.26% of Northern's estimated 2006-2007 gross annual revenues.

Attachment C provides the estimated total costs for the 2006-2007 RLIAP program incorporating a 60% discount to Residential Heating class (R-5) base rates and a 10% increase in customer participation from June 2006 levels. This analysis results in a total program cost of \$207,164, which equates to 0.31% of Northern's estimated 2006-2007 gross annual revenues.

Attachment D illustrates the projected 2006-2007 total RLIAP program costs incorporating the two different scenarios described in Attachments B and C, respectively. This schedule also details at the respective base rate discount levels the average monthly RLIAP customer discount, the average annual RLIAP bill, the average annual discount as a percentage on the average annual residential heating customer's bill, the number of estimated monthly program participants, the estimated LDAC

Northern Utilities, Inc.
Letter to Deborah Howland
July 31, 2006
Page 2 of 2

surcharge attributable to this program, and the RLIAP program costs as a percentage of the Company's forecasted gross annual revenues.

The Company is filing an original and eight copies of its Report and analyses. Please return the extra copy of this filing bearing the Commission's receipt stamp in the envelope provided for your convenience.

Please contact me at 508-836-7254, or by email at tbirmingham@nisource.com, if you have any questions.

Respectfully submitted,

Thomas R. Birmingham
Manager, Regulatory Policy

Enclosures

cc: Service List

ATTACHMENT B

**KEYSPAN ENERGY DELIVERY
NEW ENGLAND
QUARTERLY REPORT FORM**

Northern Utilities--New Hampshire Division
 Quarterly Report For Period Ending 06/30/06
 2005-06 RLIAP Discounted 50%

Summary

Customer Count	Residential Low Income Assistance Program (RLIAP)												Summary		
	Actual Nov-05	Actual Dec-05	Actual Jan-06	Actual Feb-06	Actual Mar-06	Actual Apr-06	Actual May-06	Actual Jun-06	Estimate Jul-06	Estimate Aug-06	Estimate Sep-06	Estimate Oct-06	Actual/ Projected	Original Projection	Variance
Actual / Projected No. of Customers:	(1)												Average		
LIHEAP	421	501	573	623	672	747	747	709	709	709	709	709	652	800	148
Non-LIHEAP	7	10	15	21	21	18	16	16	16	16	16	16	16	222	206
Total	428	511	588	644	693	765	763	725	725	725	725	725	668	1,022	354

RLIAP Recoveries

Actual / Projected	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Therm Sales-Total Firm Throughput	1,396,940	6,022,521	7,992,497	7,076,278	7,643,681	5,026,847	3,191,795	2,596,104	1,821,680	1,581,120	1,709,770	2,221,850	48,281,063	53,670,680	5,389,597	
RLIAP Rate Per Therm	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	\$ 0.0050	
Total	(a) \$ 6,985	\$ 30,113	\$ 39,962	\$ 35,381	\$ 38,218	\$ 25,134	\$ 15,959	\$ 12,981	\$ 9,108	\$ 7,906	\$ 8,549	\$ 11,109	\$ 241,405	\$ 267,565	\$ 26,160	

Program Costs

Actual & Projected Costs	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
IT	\$ 25,200	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Admin.	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Education	\$ -	\$ 3,032	\$ 6,100	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Interest	\$ 67	\$ 99	\$ 37	\$ (27)	\$ (83)	\$ (95)	\$ (66)	\$ (74)	\$ (82)	\$ (78)	\$ (74)	\$ (75)	\$ (451)	\$ -	\$ 451	
Discounts-LIHEAP	\$ 6,423	\$ 14,217	\$ 21,775	\$ 24,500	\$ 28,766	\$ 31,901	\$ 17,627	\$ 10,010	\$ 9,595	\$ 8,753	\$ 8,939	\$ 10,712	\$ 193,218	\$ 227,565	\$ 34,347	
Discounts -Non-LIHEAP	\$ -	\$ 177	\$ 461	\$ 471	\$ 679	\$ 477	\$ 345	\$ 231	\$ -	\$ -	\$ -	\$ -	\$ 2,840	\$ -	\$ (2,840)	
Total Costs	(b) \$ 31,689	\$ 17,524	\$ 28,373	\$ 24,944	\$ 29,362	\$ 32,283	\$ 17,906	\$ 10,166	\$ 9,514	\$ 8,676	\$ 8,865	\$ 10,638	\$ 229,939	\$ 267,565	\$ 37,626	
Net Monthly Amount	\$ 24,705	(12,588)	(11,590)	(10,438)	(8,857)	7,149	1,947	(2,814)	405	770	316	(472)				
Avg Monthly Residential Customer Bill	\$ 118	\$ 188	\$ 263	\$ 271	\$ 210	\$ 168	\$ 107	\$ 55	\$ 44	\$ 38	\$ 39	\$ 52	\$ 1,553	\$ 1,300	\$ (253)	
Avg Monthly Residential Low Income Customer Bill	\$ 101	\$ 164	\$ 233	\$ 236	\$ 182	\$ 144	\$ 90	\$ 44	\$ 35	\$ 29	\$ 31	\$ 42	\$ 1,330	\$ 1,142	\$ (188)	
Avg Monthly RLIAP Customer Discount	\$ 17	\$ 24	\$ 31	\$ 34	\$ 28	\$ 24	\$ 17	\$ 11	\$ 9	\$ 9	\$ 9	\$ 10	\$ 223	\$ 158	\$ (65)	
Avg. Monthly RLIAP Customer Discount as a % to Avg. Monthly Residential Customer Bill	14%	13%	12%	13%	13%	14%	16%	20%	21%	23%	22%	20%	14%	12%		
Gross Monthly Revenues (2)	\$ 7,203,122	\$ 11,002,915	\$ 11,099,782	\$ 8,963,798	\$ 9,499,932	\$ 5,538,512	\$ 2,714,532	\$ 1,895,872	\$ 1,672,206	\$ 1,782,754	\$ 2,011,789	\$ 3,426,027	\$ 66,911,240	\$ 64,391,238	\$ (2,520,002)	
Total Costs as a percent of Gross Monthly Revenues	0.44%	0.16%	0.26%	0.28%	0.31%	0.58%	0.66%	0.51%	0.57%	0.49%	0.44%	0.31%	0.34%	0.42%		

(1) The effective date for RLIAP discounts is November 1, 2005; hence, there are no RLIAP discounts prior to November 1, 2005.

(2) Gross Monthly Revenues reflects Account Number 1501, Operating Revenues - Gas, as recorded on Table 40, Income Statement in the Annual Report. For estimated 2006 months, gross monthly revenues represent actual 2005 monthly values, which were originally used to establish the annual benchmark.

(3) This column represents actual data for the months in which such data is available plus projected data for the remaining months in the 12-month program year.

(a) The actual number of customers provided for this report are the number of customers billed as of the end of the month.

(b) The total discount is calculated from the actual Residential Low Income R-5 bills for the month. The discount by LIHEAP and Non-LIHEAP are prorated by the number of customers listed above.

Northern Utilities--New Hampshire Division
 Quarterly Report- 10% Participation Increase (4)
 Residential Low Income Assistance Program (RLIAP)
 2006-07 Discounted at 50%.

Reduction to rates **50.00%**

Customer Count

Actual / Projected No. of Customers:

	Estimate Nov-06 (1)	Estimate Dec-06	Estimate Jan-07	Estimate Feb-07	Estimate Mar-07	Estimate Apr-07	Estimate May-07	Estimate Jun-07	Estimate Jul-07	Estimate Aug-07	Estimate Sep-07	Estimate Oct-07	Actual/ Projected Total-To-Date(3)
LIHEAP	780	780	780	780	780	780	780	780	780	780	780	780	Average 780
Non-LIHEAP	18	18	18	18	18	18	18	18	18	18	18	18	18
Total	798	798	798	798	798	798	798	798	798	798	798	798	798

RLIAP Recoveries

Actual / Projected

Therm Sales-Total Firm Throughput

RLIAP Rate Per Therm

Total

\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
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Program Costs

Actual & Projected Costs

IT

Admin.

Education

Interest

Discounts-LIHEAP

Discounts-Non-LIHEAP

Total Costs

Net Monthly Amount

IT	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Admin.	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-
Education	\$	3,032	\$	6,100	\$	12,205	\$	24,410	\$	48,820	\$	97,640	\$	195,280	\$	390,560	\$	781,120	\$	1,562,240
Interest	\$	(31)	\$	61	\$	122	\$	244	\$	488	\$	976	\$	1,952	\$	3,904	\$	7,808	\$	15,616
Discounts-LIHEAP	\$	11,980	\$	15,937	\$	22,432	\$	31,406	\$	43,968	\$	61,360	\$	85,848	\$	119,127	\$	166,728	\$	233,400
Discounts-Non-LIHEAP	\$	276	\$	368	\$	518	\$	712	\$	996	\$	1,392	\$	1,920	\$	2,688	\$	3,744	\$	5,184
Total Costs	(b)	\$ 12,205	\$ 19,397	\$ 29,252	\$ 44,516	\$ 66,773	\$ 100,154	\$ 150,232	\$ 225,348	\$ 338,024	\$ 507,036	\$ 760,552	\$ 1,140,832							
Net Monthly Amount	\$	12,205	\$	19,397	\$	29,252	\$	44,516	\$	66,773	\$	100,154	\$	150,232	\$	225,348	\$	338,024	\$	507,036

Avg Monthly Residential Customer Bill

\$	99	\$	154	\$	244	\$	333	\$	422	\$	511	\$	600	\$	689	\$	778	\$	867	\$	956
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Avg Monthly Residential Low Income Customer Bill

\$	84	\$	134	\$	215	\$	296	\$	377	\$	458	\$	539	\$	620	\$	701	\$	782	\$	863
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Avg Monthly RLIAP Customer Discount

\$	15	\$	20	\$	29	\$	38	\$	47	\$	56	\$	65	\$	74	\$	83	\$	92	\$	101
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Avg. Monthly RLIAP Customer Discount as a %
to Avg. Monthly Residential Customer Bill

	15%		13%		12%		12%		12%		13%		20%		22%		24%		26%		24%		24%		15%
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Gross Monthly Revenues (2)

\$	5,889,000	\$	8,548,000	\$	13,294,000	\$	20,441,000	\$	30,661,000	\$	45,982,000	\$	68,473,000	\$	102,709,000	\$	154,063,000	\$	231,094,000	\$	346,641,000	\$	520,962,000	\$	776,419,000
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Total Costs as a percent of Gross Monthly Revenues

	0.21%		0.23%		0.22%		0.22%		0.23%		0.27%		0.40%		0.46%		0.42%		0.38%		0.35%		0.26%		0.26%
--	-------	--	-------	--	-------	--	-------	--	-------	--	-------	--	-------	--	-------	--	-------	--	-------	--	-------	--	-------	--	-------

(1) The effective date for RLIAP discounts is November 1, 2005; hence, there are no RLIAP discounts prior to November 1, 2005.
 (2) Gross Monthly Revenues reflects Account Number 1501, Operating Revenues - Gas, as recorded on Table 40, Income Statement in the Annual Report.
 (3) This column represents actual data for the months in which such data is available plus projected data for the remaining months in the 12-month program year.
 (4) 10% participation increase applied to June 2006 actual customer participation.

(a) The actual number of customers provided for this report are the number of customers billed as of the end of the month.
 (b) The total discount is calculated from the actual Residential Low Income R-5 bills for the month. The discount by LIHEAP and Non-LIHEAP are prorated by the number of customers listed above.

Northern Utilities-New Hampshire Division
Quarterly Report-10% Participation Increase (4)
Residential Low Income Assistance Program (RLIAP)
2006-07 Discounted at 60%

Estimate Nov-06 (1)	Estimate Dec-06	Estimate Jan-07	Estimate Feb-07	Estimate Mar-07	Estimate Apr-07	Estimate May-07	Estimate Jun-07	Estimate Jul-07	Estimate Aug-07	Estimate Sep-07	Estimate Oct-07	Actual/ Projected Total-To-Date(3)
760	760	780	780	780	780	780	780	780	780	780	780	780
18	18	18	18	18	18	18	18	18	18	18	18	18
768	798	798	798	798	798	798	798	798	798	798	798	798
Average												

RLIAP Recoveries

Actual / Projected
Therm Sales-Total Firm Throughput
RLIAP Rate Per Therm
Total

Program Costs

Actual & Projected Costs

IT	\$	-	-	-	-	-	-	-	-	-	-	-
Admih.	\$	-	-	-	-	-	-	-	-	-	-	-
Education	\$	3,032	6,100	-	-	-	-	-	-	-	-	9,132
Interest	\$	(31)	61	202	478	567	738	788	833	878	927	6,487
Discounts-LIHEAP	\$	14,357	19,131	26,930	36,228	45,697	55,172	64,657	74,146	83,635	93,124	187,225
Discounts-Non-LIHEAP	\$	331	441	593	821	1,053	1,299	1,546	1,793	2,040	2,287	4,321
Total Costs	\$	14,657	22,665	33,853	44,448	57,447	71,499	85,553	100,615	116,773	133,927	207,164
Net Monthly Amount	\$	14,657	22,665	33,853	44,448	57,447	71,499	85,553	100,615	116,773	133,927	207,164
Avg Monthly Residential Customer Bill	\$	99	154	244	330	416	502	588	674	760	846	1,384
Avg Monthly Residential Low Income Customer Bill	\$	81	130	209	288	367	446	525	604	683	762	1,124
Avg Monthly RLIAP Customer Discount	\$	18	25	35	42	50	58	66	74	82	90	240
Avg. Monthly RLIAP Customer Discount as a % to Avg. Monthly Residential Customer Bill		19%	16%	14%	13%	12%	11%	10%	9%	8%	7%	18%
Gross Monthly Revenues (2)	\$	5,669,000	9,548,000	13,294,000	17,040,000	20,786,000	24,532,000	28,278,000	32,024,000	35,770,000	39,516,000	67,832,000
Total Costs as a percent of Gross Monthly Revenues		0.25%	0.27%	0.25%	0.26%	0.28%	0.29%	0.33%	0.33%	0.45%	0.42%	0.31%

(1) The effective date for RLIAP discounts is November 1, 2005; hence, there are no RLIAP discounts prior to November 1, 2005.
(2) Gross Monthly Revenues reflects Account Number 1501, Operating Revenues - Gas, as recorded on Table 40, Income Statement in the Annual Report.
(3) This column represents actual data for the months in which such data is available plus projected data for the remaining months in the 12-month program year.
(4) 10% participation increase applied to June 2006 actual customer participation.

(a) The actual number of customers provided for this report are the number of customers billed as of the end of the month.
(b) The total discount is calculated from the actual Residential Low Income R-5 bills for the month. The discount by LIHEAP and Non-LIHEAP are prorated by the number of customers listed above.

**Northern Utility - New Hampshire Division
Discount Rate and Bill Impact Analysis for the 2006-2007 Period
Summary of Low Income Discount Program Analysis**

Base Rate Discount:	Res. Htg.	LDAC Rate Annual Firm Throughput
50%		43,513,710
Amount \$\$	\$ 200	
Discounted Bill	\$ 1,164	
% of Total Bill	14.7%	
No. of Est'd Participants	798	
Program Subsidy	\$ 175,188	
Program Admin Cost	\$ -	
Total Program \$\$	\$ 175,188	\$ 0.0040
Tot 2006-07 Gross Revs	\$ 67,832,000	
% Of Tot 2006-07 Gross Revs	0.26%	
60%		
Amount \$\$	\$ 240	
Discounted Bill	\$ 1,124	
% of Total Bill	17.6%	
No. of Est'd Participants	798	
Program Subsidy	\$ 207,164	
Program Admin Cost	\$ -	
Total Program \$\$	\$ 207,164	\$ 0.0048
Tot 2006-07 Gross Revs	\$ 67,832,000	
% Of Tot 2006-07 Gross Revs	0.31%	

Energy North Natural Gas, Inc. d/b/a KeySpan Energy Delivery New England
Quarterly Report
Residential Low Income Assistance Program (RLIAP)
2005-06 RLIAP Discounted 50%

ATTACHMENT A

Customer Count	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Summary			
	(1) Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Revised Projected	Revised Projected	Revised Projected	Revised Projected	Actual/ Projected Total To Date (3)	Original Projection	Variance	
Actual / Projected No. of Customers													Average			
LIHEAP	1,555	2,101	2,813	3,166	3,865	4,493	4,846	4,875	4,875	4,875	4,875	4,875	3,935	4,353	419	
Non-LIHEAP	1	2	2	10	12	16	14	19	19	19	19	19	13	1,681	1,668	
Total	(a) 1,556	2,103	2,815	3,176	3,877	4,509	4,860	4,894	4,894	4,894	4,894	4,894	3,947	6,034	2,087	
RLIAP Recoveries																
Actual / Projected																
Therm Sales	3,768,555	16,646,095	22,695,754	18,648,353	20,847,853	13,867,205	8,564,690	6,801,389	4,769,750	4,545,496	5,045,235	5,748,429	131,948,804	151,703,780	19,754,976	
RLIAP Rate Per Therm	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	\$ 0.0074	
Total	\$ 27,887.31	\$ 123,181.10	\$ 167,948.58	\$ 137,997.81	\$ 154,274.11	\$ 102,617.32	\$ 63,378.71	\$ 50,330.28	\$ 35,296.15	\$ 33,636.67	\$ 37,334.74	\$ 42,538.38	\$ 976,421.15	\$ 1,122,607.97	\$ 146,186.82	
Program Costs																
Actual & Projected Costs																
IT	\$ 36,074.81													\$ 36,074.81	\$ 90,000.00	\$ 53,925.19
Admin.	(b) 6,764.19													6,764.19	10,000.00	3,235.81
Education																
Other (incl. Reporting Costs)																
Discounts LIHEAP	5,126.11	45,377.43	74,172.11	81,872.52	106,877.25	142,771.01	85,055.55	44,835.63	39,214.13	38,056.90	38,226.81	43,566.79	745,152.23	734,965.17	(10,187.1)	
Discounts Non-LIHEAP	3.30	43.20	52.74	258.60	331.83	508.42	245.72	174.74	152.83	148.32	148.99	169.80	2,238.49	283,770.93	281,532.4	
Total Costs	(c) \$ 47,968.41	\$ 45,420.62	\$ 74,224.84	\$ 82,131.12	\$ 107,209.09	\$ 143,279.43	\$ 85,301.28	\$ 45,010.38	\$ 39,366.96	\$ 38,205.22	\$ 38,375.79	\$ 43,736.59	\$ 790,229.73	\$ 1,118,736.10	\$ 328,506.37	
Avg Monthly Residential Customer Bill	\$ 100.33	\$ 161.43	\$ 197.24	\$ 176.06	\$ 191.27	\$ 156.17	\$ 103.37	\$ 52.44	\$ 36.76	\$ 34.29	\$ 34.59	\$ 48.79	\$ 1,292.74	\$ 1,222.43	\$ (70.31)	
Avg Monthly Residential Low Income Customer Bill	\$ 87.27	\$ 143.51	\$ 176.59	\$ 155.72	\$ 169.76	\$ 137.23	\$ 89.40	\$ 43.33	\$ 28.79	\$ 26.56	\$ 26.82	\$ 39.93	\$ 1,125.00	\$ 1,053.58	\$ (71.42)	
Avg Monthly RLIAP Customer Discount	\$ 13.06	\$ 17.93	\$ 20.55	\$ 20.34	\$ 21.52	\$ 18.94	\$ 13.96	\$ 9.11	\$ 7.97	\$ 7.73	\$ 7.77	\$ 8.85	\$ 167.74	\$ 168.85	\$ 1.11	
Avg Monthly RLIAP Customer Discount as a % to Avg Monthly Residential Customer Bill	13%	11%	10%	12%	11%	12%	14%	17%	22%	23%	22%	18%	13%	14%		
Gross Monthly Revenues (2)	\$ 17,707,312	\$ 30,624,267	\$ 30,152,578	\$ 22,767,020	\$ 22,375,905	\$ 12,422,771	\$ 8,510,585	\$ 6,283,025	\$ 5,057,086	\$ 4,582,640	\$ 4,863,291	\$ 6,443,339	\$ 171,789,819	\$ 143,086,421	\$ (28,703,398)	
Total Costs as a percent of Gross Monthly Revenues	0.27%	0.15%	0.25%	0.36%	0.48%	1.15%	1.00%	0.72%	0.78%	0.83%	0.79%	0.68%	0.46%	0.78%		

(1) Please specify deferred costs incurred prior to November by cost component. Note: the effective date for RLIAP discounts is November 1, 2005; hence, there should be no RLIAP discounts prior to November 1, 2005.

(2) Gross Monthly Revenues reflects Account Number 1501, Operating Revenues - Gas, as recorded on Table 40, Income Statement in the Annual Report.

(3) This column represents actual data for the months in which such data is available plus projected data for the remaining months in the 12-month program year.

(a) The actual number of customers provided for this report are the number of registered customers as of the end of the month.

(b) Actual administrative costs consists of bill inserts and advertising.

(c) The total discount is calculated from the actual Residential Low Income R-4 bills for the month. The discount by LIHEAP and Non-LIHEAP are prorated by the number of customers listed above.

Energy North Natural Gas, Inc. d/b/a KeySpan Energy Delivery New England
 Quarterly Report
 Residential Low Income Assistance Program (RLIAP)
 2006-07 Discounted at 50%

Customer Count	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Projection
Actual / Projected No. of Customers	(1)												
LIHEAP -10% higher than actual 2005-06	5,363	5,363	5,363	5,363	5,363	5,363	5,363	5,363	5,363	5,363	5,363	5,363	Average
Non-LIHEAP	21	21	21	21	21	21	21	21	21	21	21	21	5,363
Total	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,363
RLIAP Recoveries													
Actual / Projected													
Thru Sales													
RLIAP Rate Per Therm													
Total													
Program Costs													
Actual / Projected Costs													
IT													
Admin.													
Education													
Other (incl. Reporting Costs)													
Discounts LIHEAP	83,482.90	107,678.65	133,298.34	149,929.59	119,936.32	107,118.25	55,508.30	47,680.22	42,735.91	41,475.34	41,660.56	47,482.74	977,996.30
Discounts Non-LIHEAP	325.37	419.67	519.52	584.34	487.44	417.49	215.34	185.88	166.56	161.65	162.37	185.06	3,811.68
Total Costs	\$ 90,572.46	\$ 108,098.52	\$ 133,817.86	\$ 150,513.93	\$ 120,403.76	\$ 107,535.73	\$ 55,723.64	\$ 47,874.08	\$ 42,903.47	\$ 41,636.99	\$ 41,822.92	\$ 47,667.80	\$ 988,572.17
Avg Monthly Residential Customer Bill	\$ 125.20	\$ 174.87	\$ 253.57	\$ 264.25	\$ 182.64	\$ 148.57	\$ 71.01	\$ 49.51	\$ 36.76	\$ 34.29	\$ 34.59	\$ 48.79	\$ 1,424.05
Avg Monthly Residential Low Income Customer Bill	\$ 109.63	\$ 154.79	\$ 228.72	\$ 236.29	\$ 160.28	\$ 128.60	\$ 60.66	\$ 40.62	\$ 28.79	\$ 26.56	\$ 26.82	\$ 39.93	\$ 1,241.67
Avg Monthly RLIAP Customer Discount	\$ 15.57	\$ 20.08	\$ 24.86	\$ 27.96	\$ 22.37	\$ 19.98	\$ 10.35	\$ 8.89	\$ 7.97	\$ 7.73	\$ 7.77	\$ 8.85	\$ 182.38
Avg Monthly RLIAP Customer Discount as a % to Avg Monthly Residential Customer Bill	12%	11%	10%	11%	12%	13%	15%	18%	22%	23%	22%	18%	13%
Gross Monthly Revenues (2)	\$ 14,683,651	\$ 24,765,292	\$ 30,148,054	\$ 31,750,477	\$ 27,746,200	\$ 19,224,374	\$ 9,944,082	\$ 7,041,279	\$ 5,071,714	\$ 4,152,825	\$ 4,738,872	\$ 6,669,153	\$ 166,935,972
Total Costs as a percent of Gross Monthly Revenues	0.62%	0.44%	0.44%	0.47%	0.43%	0.56%	0.58%	0.68%	0.85%	1.00%	0.88%	0.71%	0.53%

(1) Please specify deferred costs incurred prior to November by cost component. Note: the effective date for RLIAP discounts is November 1, 2005; hence, there should be no RLIAP discounts prior to November 1, 2005.

(2) Gross Monthly Revenues reflects Account Number 1501, Operating Revenues - Gas, as recorded on Table 40, Income Statement in the Annual Report.

(3) This column represents actual data for the months in which such data is available plus projected data for the remaining months in the 12-month program year.

(a) The actual number of customers provided for this report are the number of registered customers as of the end of the month.

(b) Actual administrative costs consists of bill inserts and advertising.

(c) The total discount is calculated from the actual Residential Low Income R-4 bills for the month. The discount by LIHEAP and Non-LIHEAP are prorated by the number of customers listed above.

Energy North Natural Gas, Inc. db/a KeySpan Energy Delivery New England
 Quarterly Report
 Residential Low Income Assistance Program (RLIAP)
 2005-07 Discounted 60%

Customer Count	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Projection
(1) Actual / Projected No. of Customers													
LIHEAP	5,363	5,363	5,363	5,363	5,363	5,363	5,363	5,363	5,363	5,363	5,363	5,363	5,363
Non-LIHEAP	21	21	21	21	21	21	21	21	21	21	21	21	21
Total	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383
(e) Average													5,363
RLIAP Recoveries													
Actual / Projected													
Therm Sales													
RLIAP Rate Par Therm													
Total													
Program Costs													
Actual & Projected Costs													
IT													
Admin.													
Education													
Other (incl. Reporting Costs)													
Discounts LIHEAP	100,179.48	129,214.62	159,958.00	179,915.51	143,923.58	128,541.89	66,609.96	57,225.86	51,284.29	49,770.41	48,992.67	56,979.29	1,173,595.56
Discounts Non-LIHEAP	300.44	503.81	623.43	701.21	500.98	259.61	223.03	199.88	199.88	193.88	194.84	222.07	4,574.01
Total Costs	\$ 107,334.11	\$ 129,718.23	\$ 160,581.43	\$ 180,616.72	\$ 144,424.52	\$ 129,042.88	\$ 66,869.57	\$ 57,446.89	\$ 51,484.17	\$ 49,964.39	\$ 50,187.51	\$ 57,201.36	\$ 1,184,933.76
Avg Monthly Residential Customer Bill	\$ 125.20	\$ 174.87	\$ 253.57	\$ 264.25	\$ 182.84	\$ 148.57	\$ 71.01	\$ 49.51	\$ 36.76	\$ 34.29	\$ 34.59	\$ 48.79	\$ 1,424.05
Avg Monthly Residential Low Income Customer Bill	\$ 106.51	\$ 150.78	\$ 223.74	\$ 230.70	\$ 155.80	\$ 124.60	\$ 58.59	\$ 38.84	\$ 27.19	\$ 25.01	\$ 25.27	\$ 38.16	\$ 1,205.20
Avg Monthly RLIAP Customer Discount	\$ 18.68	\$ 24.10	\$ 29.83	\$ 33.55	\$ 26.64	\$ 23.97	\$ 12.42	\$ 10.87	\$ 9.56	\$ 9.28	\$ 9.32	\$ 10.63	\$ 218.85
Avg Monthly RLIAP Customer Discount as a % to Avg Monthly Residential Customer Bill	15%	14%	12%	13%	15%	16%	17%	22%	26%	27%	27%	22%	15%
Gross Monthly Revenues (2)	\$ 14,683,651	\$ 24,765,292	\$ 30,148,054	\$ 31,750,477	\$ 27,746,200	\$ 19,224,374	\$ 9,944,082	\$ 7,041,279	\$ 5,071,714	\$ 4,152,825	\$ 4,738,872	\$ 6,669,153	\$ 165,935,972
Total Costs as a percent of Gross Monthly Revenues	0.73%	0.52%	0.53%	0.57%	0.52%	0.67%	0.67%	0.82%	1.02%	1.20%	1.09%	0.86%	0.64%

(1) Please specify deferred costs incurred prior to November by cost component. Note: the effective date for RLIAP discounts is November 1, 2005; hence, there should be no RLIAP discounts prior to November 1, 2005.
 (2) Gross Monthly Revenues reflects Account Number 1501, Operating Revenues - Gas, as recorded on Table 4D, Income Statement in the Annual Report.
 (3) This column represents actual data for the months in which such data is available plus projected data for the remaining months in the 12-month program year.

(e) The actual number of customers provided for this report are the number of registered customers as of the end of the month.
 (b) Actual administrative costs consists of bill inserts and advertising.
 (c) The total discount is calculated from the actual Residential Low Income R-4 bills for the month. The discount by LIHEAP and Non-LIHEAP are prorated by the number of customers listed above.

Energy North Natural Gas, Inc. d/b/a KeySpan Energy Delivery New Eng
 Discount Rate and Bill Impact Analysis for the 2006 -2007 Period
 Summary of Low Income Discount Program Analysis

Base Rate Discount:	Res. Htg.	LDAC Rate
20%		Annual Firm Throughput 151,703,780
Amount \$\$	\$ 73	
Discounted Bill	\$ 1,351	
% of Total Bill	5.1%	
No. of Est'd Participants	5,383	
Program Subsidy	\$ 392,694	
Program Admin Cost	\$ 6,764	
Total Program \$\$	\$ 399,458	\$ 0.0026
Tot 2005 Gross Revs	\$ 166,215,324	
% Of Tot 2005 Gross Revs	0.24%	
Bill Impact on Reg Res		0.17%
30%		
Amount \$\$	\$ 109	
Discounted Bill	\$ 1,315	
% of Total Bill	7.7%	
No. of Est'd Participants	5,383	
Program Subsidy	\$ 589,041	
Program Admin Cost	\$ 6,764	
Total Program \$\$	\$ 595,805	\$ 0.0039
Tot 2005 Gross Revs	\$ 166,215,324	
% Of Tot 2005 Gross Revs	0.36%	
Bill Impact on Reg Res		0.26%
40%		
Amount \$\$	\$ 146	
Discounted Bill	\$ 1,278	
% of Total Bill	10.2%	
No. of Est'd Participants	5,383	
Program Subsidy	\$ 785,388	
Program Admin Cost	\$ 6,764	
Total Program \$\$	\$ 792,152	\$ 0.0052
Tot 2005 Gross Revs	\$ 166,215,324	
% Of Tot 2005 Gross Revs	0.48%	
Bill Impact on Reg Res		0.34%
50%		
Amount \$\$	\$ 182	
Discounted Bill	\$ 1,242	
% of Total Bill	12.8%	
No. of Est'd Participants	5,383	
Program Subsidy	\$ 981,735	
Program Admin Cost	\$ 6,764	
Total Program \$\$	\$ 988,499	\$ 0.0065
Tot 2005 Gross Revs	\$ 166,215,324	
% Of Tot 2005 Gross Revs	0.59%	
Bill Impact on Reg Res		0.43%
60%		
Amount \$\$	\$ 219	
Discounted Bill	\$ 1,205	
% of Total Bill	15.4%	
No. of Est'd Participants	5,383	
Program Subsidy	\$ 1,178,082	
Program Admin Cost	\$ 6,764	
Total Program \$\$	\$ 1,184,846	\$ 0.0078
Tot 2005 Gross Revs	\$ 166,215,324	
% Of Tot 2005 Gross Revs	0.71%	
Bill Impact on Reg Res		0.52%

ATTACHMENT C

**DG 05-076 OUTREACH PLAN
NH LOW INCOME ASSISTANCE PROGRAM**

MEMO

To: Alan Linder

From: Joanne Petito

Re: Gas Assistance, DG 05-076: Outreach Plan Contacts

Date: July 20, 2005

Latin American Center
521 Maple Street
Manchester NH 03104
669-5661; fax 669-5265

Franco-American Center
52 Concord Street
P.O. Box 994
Manchester NH 03105
669-4045; fax 625-1214

NH Helpline
79 Sheep Davis Road
P.O. Box 23338
Pembroke, NH 03275-2338
1-800-852-3388; 225-9000 - hotline numbers

HICEAS
225-9000

New Hampshire Housing Finance Authority
32 Constitution Drive
Bedford, NH
Mailing address:
P.O. Box 5087
Manchester, NH 03108
472-8623; 1-800-640-7239; fax 472-8501

NH Municipal Association
Local Government Center
25 Triangle Park
P.O. Box 617
Concord, NH 03302
224-7447; fax 224-5406

Social Security offices:

**70 Commercial St., Ste. 100
Concord, NH 03301-5005**

**2 Wall Street, Ste. 301
Manchester, NH 03101**

**34 Mechanic Street
Keene, NH 03431**

**175 Amherst Street
Nashua, NH 03064**

**177 Main Street
Littleton, NH 03561**

**P.O. Box 209
Federal Building, Rm. 200
Portsmouth, NH 03802**

Housing authorities statewide – attached

ServiceLink offices - attached

WIC locations statewide – attached; main contact number and address:

Women, Infants and Children Nutrition Services

(This is the same agency that administers Commodity Supplemental Food Program)

NH DHHS

29 Hazen Drive

Concord, NH 03301-4604

271-4546; fax 271-4779

**Department of Health and Human Services – locations and numbers are attached;
website:**

<http://www.dhhs.state.nh.us>

New Hampshire Department of Health and Human Services
Office of Community and Public Health
Bureau of Nutrition and Health Promotion


Local Agencies Providing Women, Infant and Children (WIC)
and Commodity Supplemental Food Program (CSFP) Services in New Hampshire

Ammonoosuc Community Health Services 25 Mount Eastis Road Littleton NH 03561 Tel 603-444-6192 or 1-800-530-5987	WIC and CSFP (Northern Grafton County)
Avis Goodwin Community Health Center 22 South Main Street Rochester NH 03867 Tel 603-332-4358	WIC and CSFP (Strafford County)
Community Action Program Belknap-Merrimack Counties 2 Industrial Park Drive Concord NH 03302 Tel 603-225-2050 or 1-800-578-2050	WIC and CSFP (Belknap and Merrimack Counties, Plymouth area)
Coos County Family Health Services 54 Willow Street Berlin NH 03570 Tel 603-752-4678 or 1-888-266-7942	WIC only (Coos County)
Ossipee Concerned Citizens Dore Street, PO Box 426 Center Ossipee NH 03814 Tel 603-529-6821 or 1-800-411-1106	WIC and CSFP (Carroll County)
Rockingham Community Action 35 High Street Exeter NH 03833 Tel 603-778-1834 or 1-800-256-9880	WIC and CSFP (Rockingham County)
Southern NH Services PO Box 5040, 40 Pine Street Manchester NH 03108 Tel 603-668-8010 or 1-800-322-1073 134 Ailds Street Nashua NH 03060 Tel 603-889-3440 or 1-877-211-0723	WIC and CSFP (Hillsborough County)
Southwestern Community Services PO Box 603, 69Z Island Street Keene NH 03431 Tel 603-352-7512 or 1-800-529-0005	WIC and CSFP (Cheshire and Sullivan Counties)
Tri-County Community Action Program 30 Exchange Street Berlin NH 03570 Tel 603-752-3248	CSFP only (Coos County)
Visiting Nurse Alliance of Vermont and New Hampshire 325 Mount Support Road Lebanon NH 03766 Tel 603-448-1597 or 1-800-789-3780	WIC and CSFP (Southern Grafton County)



Toll Free Number 1-866-634-9412

ServiceLink Locations

<p>Belknap County ServiceLink</p> <p>The HealthLink Building 780 No Main Street Laconia, NH 03246 603-528-6945</p>	<p>Carroll County ServiceLink</p> <p>Tri-County Cap Resource Center 448 White Mountain Highway (Tamworth) PO Box 420 Chocorua, NH 03817 603-323-9394</p>
<p>Cheshire County ServiceLink Monadnock Region</p> <p>Monadnock Collaborative 20 Norway Avenue Keene, NH 03431 603-357-1922</p>	<p>Coos County ServiceLink</p> <p>Berlin Senior Center 610 Sullivan Street, Suite 6 Berlin, NH 03570 603-752-6407</p>
<p> Go To Top</p>	
<p>Grafton County ServiceLink</p> <p>-- Littleton -- Littleton Area Senior Center 38 Cottage Street Littleton, NH 03561 603-444-4498</p> <p>-- Lebanon -- Center for Elder Services 10 Campbell Street Lebanon, NH 03766</p>	<p>Hillsborough County ServiceLink</p> <p>-- Manchester -- Easter Seals NH 555 Auburn Street Manchester, NH 03103 603-644-2240</p> <p>-- Nashua -- Community Council of Nashua 7 Prospect Street Nashua, NH 03060-3990</p>

603-448-1835

603-598-4709



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Merrimack County ServiceLink

Belknap/Merrimack CAP Building
2 Industrial Park Drive
Concord, NH 03302-1016
603-228-6625

Rockingham County ServiceLink

-- Seacoast --
Crotched Mountain Community Care
30 Maplewood Ave, Suite 210
Portsmouth, NH 03801
603-334-6594

-- Southwest --
Salem ServiceLink
154 Main Street
PO Box 1363
Salem, NH 03079
603-893-9769



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Strafford County ServiceLink

Strafford County ServiceLink
1 Wakefield Street, Suite 306
Rochester, NH 03867
603-332-7398

Sullivan County ServiceLink

Southwestern Community Services Building
96 Main Street
Claremont, NH 03743
603-542-5177

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[| Links to Resources |](#) [| Volunteer Opportunities |](#)
[| For Network Partners |](#) [| ServiceLink Home |](#)



New Hampshire Housing
Bringing You Home

About Us

Applying for Housing

Programs/Services

Financial Assistance

Local Housing Authorities

Berlin Housing Authority
10 Granite Street
Berlin, NH 03570
(603) 752-4240

Claremont Housing Authority
243 Broad Street
Claremont, NH 03743
(603) 542-6411

Concord Housing Authority
15 Pitman Street
Concord, NH 03301
(603) 224-4059

Derry Housing & Redevelopment Authority
17A Peabody Road
Derry, NH 03038
(603) 434-8717

Dover Housing Authority
62 Whittier Street
Dover, NH 03820
(603) 742-5804

Exeter Housing Authority
277 Water Street
Exeter, NH 03833
(603) 778-8110

Franklin Housing Authority
31 Darny Drive #13
Franklin, NH 03235
(603) 934-3508

Keene Housing Authority
105 Castle Street
Keene, NH 03431
(603) 352-6161

Laconia Housing Authority
25 Union Avenue
Laconia, NH 03245
(603) 524-2112



Lancaster Housing Authority
5 Middle Street
Lancaster, NH 03584
(603) 788-4928

Lebanon Housing Authority
P.O. Box 5475
West Lebanon, NH 03784
(603) 298-5753

Manchester Housing & Redevelopment Authority
198 Hanover Street
Manchester, NH 03104-6125
(603) 624-2100

Nashua Housing Authority
40 East Pearl Street (1st Floor)
Nashua, NH 03060
(603) 883-5661

Newmarket Housing Authority
34 Great Hill Terrace
Newmarket, NH 03857
(603) 659-5444

Northumberland Housing Authority
c/o Berlin Housing Authority
10 Granite Street
Berlin, NH 03570

Portsmouth Housing Authority
245 Middle Street
Portsmouth, NH 03801
(603) 436-4310

Rochester Housing Authority
Wellsweep Acres
Rochester, NH 03867
(603) 332-4126

Salem Housing Authority
70 Talfer Circle
Salem, NH 03079
(603) 893-6417

Somersworth Housing Authority
9 Bartlett Avenue
Somersworth, NH 03878
(603) 692-2864

Data Resources: [HUD Limits & Allowances](#) | [Housing & Demographic Data](#) | [Residential Rental Cost Survey](#) | [Housing & School Enrollment Study](#)

Planning Documents: [Livable Communities](#) | [Rental Housing Plan](#) | [Mapping Needs Assessment](#) | [HUD Form 27300](#) | [Analysis of Impediments to Fair Housing](#) | [Housing Solutions Handbook](#)
Housing/Service Directories: [Directory of Assisted Housing](#) | [Directory of Accessible Units](#) | [Statewide Service Directory](#)
Publications: [Annual Report](#) | [Semi-Annual Newsletter](#) | [Home Ownership Publications](#) | [Publicaciones en Español](#) | [Rental Program Publications](#) | [Housing Services Publications](#) | [GOAL/PSS Publications](#)
[Local Housing Authorities](#) | [Links to Related Sites](#)

32 Constitution Drive, Bedford, NH | Mailing address: P.O. Box 5087, Manchester, NH
Phone: (603) 472.8623 or 1.800.640.7239 | Fax: (603) 472.8501 | TDD: (603) 472.



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Division of Health and Human Services—Cont'd
Division of Family & Community Health
 Director: Dr. William Kessler (603) 271-8580
 Administrator: Joan Anheim
 (603) 271-4636; Fax: (603) 271-8705
Health Services Planning and Review
 (603) 271-4606; Fax: (603) 271-4141
 Administrator: Margaret Heatley
Developmental Disabilities Council
 Concord Center, 10 Ferry St., Unit 315,
 Concord 03301-6081
 (603) 271-3256; Fax: (603) 271-1156
 Exec. Dir.: W. Gordon Allen
Division of Developmental Services
 Main Bldg., 105 Pleasant St., Concord 03301-3861
 (603) 271-5934; Fax: (603) 271-5156
 Internet: www.nhdds.org
 Director: Matthew Ertas (Acting)
Bureau of Elderly and Adult Services
 State Office Park South, 129 Pleasant St.,
 Concord 03301-3867 (603) 271-4830
 Admin. Jo A. Manchez (603) 271-4394; Fax: (603) 271-4645
Community Services: Lynn Koonz (Administrator)
 (603) 271-4409
Central Office Operations:
 Sharon Colburn (Administrative Assistant)
 (603) 271-4394
Contracts: Jonathan McCosh (Rate Setting Mgr.)
 (603) 271-4402
Region I Offices:
 (Bachell) (603) 752-7800
 (Littleton) (603) 444-6786
Region II Offices:
 (Concord) (603) 271-3610
 (Laconia) (603) 524-4485
Region III Office: (Manchester) (603) 668-2330
Region IV Offices:
 (Nashua) (603) 883-7726
 (Salem) (603) 893-9763
Region V Offices:
 (Claremont) (603) 542-9544
 (Keene) (603) 357-3510
Region VI Offices:
 (Conway) (603) 447-3841
 (Portsmouth) (603) 433-8318
 (Rochester) (603) 332-9120
 Administers the Older Americans Act of 1965. N.H. Rev.
 Stat. Ann. 161 F
Division of Family Assistance
 Director: Mary Anne Broshok
 (603) 271-4580; Fax: (603) 271-4637
Office of Family Services
 129 Pleasant St., Concord 03301-3857
 (603) 271-4580, (800) 852-3945; Fax: (603) 271-4727
Field Operations Dir., Office of the Commissioner:
 Sandra Ziagra (603) 271-4867
Minority Health Dir.: William Walker (603) 271-8459
Public Affairs and Government Relations Unit:
 Greg Moore (603) 271-4061
Quality Assurance Administrator, Bureau of
Improvement and Integrity: George Cummings
 (603) 271-4253
Berlin District Office:
 231 Main St., Berlin 03570
 (603) 752-7800, (800) 972-5111
Claremont District Office:
 17 Water St., Claremont 03749-2280
 (603) 542-9544, (800) 962-1001
Concord District Office:
 40 Terrill Park Dr., Unit 1, Concord 03301
 (603) 271-6201, (800) 322-9181

Conway District Office:
 78 Hobbs St., Conway 03818-6188
 (603) 447-3841, (800) 552-4628
Keene District Office:
 808 Court St., Keene 03431
 (603) 357-3510, (800) 874-9700
Laconia District Office:
 65 Beacon St. W., Laconia 03246
 (603) 524-4485, (800) 322-2121
Littleton District Office:
 80 N. Littleton Rd., Littleton 03561-3814
 (603) 444-6786, (800) 562-8959
Manchester District Office:
 196 McGregor St., Manchester 03103
 (603) 668-2330, (800) 862-7493
Nashua District Office:
 19 Chestnut St., Nashua 03060
 (603) 883-7726, (800) 852-0682
Portsmouth District Office:
 30 Maplewood Ave., Portsmouth 03801
 (603) 433-8300, (800) 621-0326
Rochester District Office:
 150 Walsfield St., Suite 22, Rochester 03807
 (603) 332-9120, (800) 862-6900
Salem District Office:
 154 Main St., Suite 1, Salem 03079-3191
 (603) 893-9763, (800) 852-7492
Division for Juvenile Justice Services
 Youth Development Center (YDC), 1056 N. River Rd.,
 Manchester 03104
 (603) 625-6471; Fax: (603) 669-1203
 Internet: www.dhhs.state.nh.us/djhs/dfs
 Youth Services Center (YSC), 45 S. Fruit St., Concord 03301
 Director: Rodney Forey
Asst. Directors:
 Egon Jensen
 Lucia Lucas
 The Division for Juvenile Justice Services (DJJS) provides
 services to court-involved youth via delinquency or GRINS
 (children in need of services) petitions. The service array
 includes community and residential services as well as
 community supervision (probation/parole). DJJS is also
 responsible for the YDC and YDSU (secure treatment and
 detention) as well as the Tobey School (special education).
 YDC & YSC were formerly part of the Department of Youth
 Development Services
Office of Program Support
 (603) 271-4599; Fax: (603) 271-6590
Senior Division Dir.: Mary Costello (603) 271-5677
Mgr., Administrative Hearings: John Dabuliewicz
 (603) 271-3012
Supervisor, Special Investigations: Martin Laughlin
 (603) 271-4362
Chief Legal Counsel: Frank Nachman (603) 271-2892
Bureau of Child Care Licensing: Wendy Keasler
 (603) 271-4564
Bureau of Health Facilities, Certification: Bob Ehlers
 (603) 271-4967
Bureau of Health Facilities, Licensure: Theresa Jarvis
 (603) 271-4507
Bureau of Food Protection: Joyce Welch (603) 271-4858
Boards and Licensing Offices
Barbering and Cosmetology Board: Lynda I. Elliot
 (603) 271-3608; Fax: (603) 271-5702
Board of Chiropractic Examiners: Marie Crowley
 (603) 271-4566; Fax: (603) 271-4827
Board of Dental Examiners: Raymond J. Jarvis, DMD
 (603) 271-4561; Fax: (603) 271-5702
Electrology Licensing: Christine Topham
 (603) 271-5127
Board of Funeral Directors and Embalmers:
 Susan Russell (603) 271-4648



Department of Health & Human Services - KEY CONTACTS

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An official Web Site for New Hampshire Govt



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NH Department of Health & Human Services
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Deputy Commissioner: Nicholas Toumpas
Tel: 271-8835 FAX: 271-4912

Director, Business Operations: James Fredyma
Tel: 271-4933 FAX: 271-4232

Director, Human Resources: Karen Hutchins
Tel: 271-4738 FAX: 271-4810

Director, Medicaid Business & Policy: Steve Norton
Tel: 271-4297 FAX: 271-4727

Director, Operations Support: Mary Castelli
Tel: 271-4600 FAX: 271-4912

Director, Program Operations: Vacant

Director, Public Affairs & Government Relations: Gregory Moore
Tel: 271-4051 FAX: 271-4912

NEW HAMPSHIRE
Employment
SECURITY

www.nhes.state.nh.us

Agency Phone Numbers and Office Locations

Berlin
Manager: Mark Belanger
151 Pleasant Street
PO Box 159
Berlin, NH 03570-0159
Phone: (603) 752-5500
FAX: (603) 752-5538

Conway
Manager: Kathy Howard
518 White Mountain Hwy.
Conway, NH 03818-4205
Phone: (603) 447-5824
FAX: (603) 447-5985

Laconia
Manager: Pam Sato
428 Union Avenue STE 3
Laconia, NH 03246-3984
Phone: (603) 524-3980
FAX: (603) 524-3983

Littleton
Manager: Andrew Pelagou
646 Union Street, Ste. 100
Littleton, New Hampshire 03581-
5314
Phone: (603) 444-2971
FAX: (603) 444-8245

Nashua
Manager: Christine Nelson
6 Townsend West
Nashua, NH 03083-1217
Phone: (603) 882-5177
FAX: (603) 880-5258

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Manager: Gregory Ives
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Salem, NH 03079-3026
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FAX: (603) 893-9212

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Manager: Tom Norris
404 Washington St./PO Box 180
Claremont, NH 03743-0180
Phone: (603) 543-3111
FAX: (603) 543-3113

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Manager: Joel Skutsky
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Keene, NH 03431-3828
Phone: (603) 352-1804
FAX: (603) 352-1808

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Manager: Arthur McWater
Spinning & Weaving Bldg.
85 Mechanic Street
Lebanon, NH 03768-1506
Phone: (603) 448-8340
FAX: (603) 448-8342

Manchester
Manager: Leanne Topolitsky
300 Hanover Street
Manchester, NH 03104-4957
Phone: (603) 627-7841
FAX: (603) 627-7982

Portsmouth
Manager: Francis Montasse
2000 Lafayette Road
Portsmouth, NH 03801-5673
Phone: (603) 438-3702
FAX: (603) 438-3754

Somersworth
Manager: Corinne Jacques
243 Rte. 108
Somersworth, NH 03578-1512
Phone: (603) 742-3600
FAX: (603) 749-7515

Concord
Manager: Michael Welden
10 West Street/PO Box 1140
Concord, NH 03302-1140
Phone: (603) 228-4100
FAX: (603) 228-4353

Benefit Adjudication Unit
PO Box 9505
Manchester, NH 03108-9505
Phone: 1-800-286-2252 or
(603) 658-6838
FAX: (603) 658-8888

Unemployment Claims Inquiry
(General information for
employers and claimants)
Manchester Area: (603) 685-
1500
All Others: 1-800-286-2252

Directions to our offices

Office Hours

Holidays

cjwalter@tds.net – Carla Walter, Selectman’s Assistant. NH Local Welfare Administrators Association (NHLWAA) will get the information to the appropriate party for dissemination to clients.

Lrichards@dhhs.state.nh.us – Lisa Richards, Program Planner III, 271-4538, will print the flyer and send to all of the departments and locations dealing with:

- Women, Infants and Children Program
- Commodity Surplus Foods Program (for women, infants and children)
- Elderly Commodity Surplus Foods Program

mgrimes@dhhs.state.nh.us - Mickie Grimes, Supervisor VI, 271-4254, will print the flyer and send to all of the departments and locations dealing with:

- Temporary Aid to Needy Families Program
- Old Age Assistance
- Aid to the Permanently and Totally Disabled

lagreen@dhhs.state.nh.us – Laurie Green, Food Stamps Manager 271-4256. Will get the information to the appropriate party for dissemination to clients:

- Food Stamps Program

aschlottman@cscnh.org - NH Helpline, Amy Schlottman, Resource Specialist, every person that answers the calls will see the programs available in the database.

slombard@dhhs.state.nh.us –Susan Lombard, Director of Operations Health & Human Services, Elderly & Adult Services, will distribute to low income seniors.

bmayer@rockinghamshelpline.com, bsilvia@straffordnetwork.org,
cyoung@rockinghamshelpline.com, lklotz@dhhs.state.nh.us, lmorris@lrpph.org,
myakovleff@scshelps.org, pschoch@eastersealsnh.org, sdeyoe@cchhc.org,
bbenson@mcservicelink.org, dmichalovic@gcsc.org, jseher@webryders.com – Becky May, Becky Silvia, Connie Young, Laurie Klotz, Lisa Morris, Misha Yakovleff, Patricia Schoch, Susan Deoye, Beth Benson, Dana Michalovic and Jen Seher, Service Link Managers, 228-6625, will distribute the information to needed parties.

Jeff.dickinson@gsil.org – Jeff Dickinson, Information and Referral, Granite State Independent Living (GSIL), will distribute the information to needed parties.

whamilton@aarp.org - Bill Hamilton, Advocacy Director, American Association of Retired Persons (AARP)

dgranfield@nhhfa.org - Deborah Granfield, Housing Choice Voucher Program (also known as Section 8) Deb will distribute information in a mailing to section 8 recipients.

jlaw@nhhfa.org - Jane Law, Communications & Special Projects Administrator, NH Housing & Finance Authority