

**Qualifications of Stephen R. Eckberg**

My name is Stephen R. Eckberg. I am employed as a Utility Analyst with the Office of Consumer Advocate (OCA), where I have worked since 2007. My business address is 21 S. Fruit Street, Suite 18, Concord, New Hampshire 03301.

I earned a B.S. in Meteorology from the State University of New York at Oswego in 1978, and an M.S. in Statistics from the University of Southern Maine in 1994.

After receiving my M.S., I was employed as an analyst in the Boston office of Hagler Bailly, Inc, a consulting firm working with regulated utilities to perform evaluations of energy efficiency and demand-side management programs.

From 2000 through 2003, I was employed at the NH Governor's Office of Energy and Community Services (now the Office of Energy and Planning) as the Director of the Weatherization Assistance Program. More recently, I was employed at Belknap-Merrimack Community Action Agency as the Statewide Program Administrator of the NH Electric Assistance Program (EAP). In that capacity, I presented testimony before this Commission in dockets related to the design, implementation and management of the EAP. I have also testified before Committees of the New Hampshire Legislature on issues related to energy efficiency and low income electric assistance.

In my position with the OCA, I have testified jointly with Kenneth E. Traum, Former Assistant Consumer Advocate, in the following dockets:

- DG 08-048 Unitil Corporation and Northern Utilities, Inc. Joint Petition for Approval of Stock Acquisition.
- DW 08-070 Lakes Region Water Company Petition for Financing and Step Increases.

- DW 08-098 Aquarion Water Company of New Hampshire.
- DE 09-035 Public Service of New Hampshire Distribution Service Rate Case.

I have also entered (non-joint) testimony in:

- DT 07-027 Kearsarge Telephone Company, Wilton Telephone Company Hollis Telephone Company and Merrimack County Telephone Company Petition for Alternative Form of Regulation. Phase II and Phase III.
- DW 08-073 Pennichuck Water Works, Inc. Petition for Rate Increase.
- DW 08-070 Lakes Region Water Company Third Step Increase.
- DW 08-065 Hampstead Area Water Company Petition for Rate Increase.
- DE 09-170 2010 CORE Energy Efficiency Programs.
- DW 10-090 Pittsfield Aquaduct Company Petition for Rate Increase.
- DW 10-091 Pennichuck Water Works Petition for Rate Increase.
- DW 10-141 Lakes Region Water Petition for Rate Increase.
- DE 10-188 2011-2012 CORE and Natural Gas Energy Efficiency Programs.

I have attended regulatory training at New Mexico State University's Center for Public Utilities. I participate in committees of the National Association of State Consumer Advocates (NASUCA) on behalf of the OCA. I am a member of the American Statistical Association.

**Public Service Company of New  
Hampshire  
Docket No. DE 10-188**

**Data Request OCA-03**

**Dated: 10/14/2011  
Q-OCA-002  
Page 1 of 1**

**Witness: Thomas R. Belair  
Request from: Office of Consumer Advocate**

**Question:**

See Utilities' September 30, 2011 filing at p. 1 in Section II Budget Changes. It states "Northern Utilities: Northern will be implementing a residential Energy Star Homes Program." During the period of time when Northern did not implement this program, how many Energy Star homes have been built in Northern service territory and participated in the ESHomes programs of other utilities? For example, a home served by PSNH in Northern's service territory might be constructed and be a participant in PSNH's ESHomes program.

**Response:**

Below is the approximate number of gas heated ENERGY STAR Homes completed or expected to completed in 2011 by the 4 electric utilities that are also in Northern's gas service territory:

National Grid:	1
NHEC:	0
PSNH:	9
UES:	2

(Joint Utility Response)

**Public Service Company of New  
Hampshire  
Docket No. DE 10-188**

**Data Request STAFF-03**

**Dated: 10/14/2011  
Q-STAFF-014  
Page 1 of 1**

**Witness: Thomas R. Belair  
Request from: New Hampshire Public Utilities Commission Staff**

**Question:**

PSNH. Reference page 23. Please provide details of "Behavior Based Software" program, including assumptions, inputs, etc.

**Response:**

As noted in our response to STAFF-03, Q-STAFF-006, a vendor for the Customer Engagement Pilot has not yet been selected and the program details are still being worked out. In putting together our 2012 Plan, we made some generic assumptions that do not represent any particular product, but are typical of the programs we have looked at to date. These assumptions include:

- Pilot Participants - 25,000 customers
- Program Budget - \$250,000
- Program Savings - 4,050,000 kWhs (both annual and lifetime...assumes one year life)
- Projected B/C - 1.01
- 

While there may be some variation in these parameters once a vendor has been selected, PSNH believes these figures fairly represent the magnitude and scope of the proposed pilot.

(PSNH Response)