

Public Service Company of New Hampshire  
Docket No. DE 12-295

Date Request Received: 05/22/2014

Request No. RR 1-1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Heather M. Tebbetts

<b>ORIGINAL</b>	
N.H.P.U.C. Case No.	12-295
Exhibit No.	#25
Witness	
<b>DO NOT REMOVE FROM FILE</b>	

Date of Response: 05/29/2014

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**Request:**

Please explain how a customer's account is treated when their current supplier defaults and PSNH has received a pending enrollment with a new supplier before the default.

**Response:**

Consistent with the information provided at the hearing on May 22, 2014, the pending enrollment to the new supplier is canceled because PSNH may have only one enrollment at a time. The Company's Tariff is explicit in only accepting one supplier enrollment during any particular monthly billing cycle, and that one acceptance is eliminated once a default occurs and PSNH is required to move the customer back to PSNH supply. Once the current supplier defaults, PSNH is required to move the customer back to PSNH supply at the same time that the pending enrollment is in the system.

PSNH cancels the pending enrollment because the switch from the defaulting supplier back to PSNH supply is considered a drop/enroll combination. With the defaulting supplier's drop coming in, PSNH has to remove the prior drop. PSNH is unable to process the old enrollment because there is new enrollment to PSNH supply. Therefore all the existing drops and enrollments need to be canceled. Unless PSNH receives a new enrollment after the customer is returned to PSNH supply, the enrollment to the new supplier is not processed.

**Example:**

1. PSNH receives enrollment to a new supplier on 6/6, next read date is 6/16
2. Current supplier defaults 6/10
3. Pending enrollment with new supplier is canceled 6/10
4. Customer is enrolled to PSNH supply 12.01 AM on 6/11

NHPUC NO. 8 - ELECTRICITY DELIVERY  
PUBLIC SERVICE COMPANY OF NEW HAMPSHIRE

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Terms and Conditions

6. Selection of Supplier or Self-Supply Service by a Customer

Any Customer requesting or receiving Delivery Service under this Tariff is responsible for selecting or changing a Supplier or selecting Self-Supply Service. The Company shall process a change in or initiation of Supplier Service or Self-Supply Service within two business days of receiving a valid Electronic Enrollment from a Supplier or notice from the Customer in the case of Self-Supply Service. The Supplier or the Customer in the case of Self-Supply Service must satisfy all the applicable requirements of this Tariff and the Commission's rules prior to the commencement of Supplier Service or Self-Supply Service. The date of change in, or initiation of, Supplier Service or Self-Supply Service shall commence upon the next meter reading date for the Customer provided the Company receives and successfully processes the Electronic Enrollment from a Supplier or notice from the Customer in the case of Self-Supply Service at least two business days prior to the regularly scheduled meter reading cycle date for the Customer.

The Company shall accept no more than one Supplier for a Customer during any particular monthly billing cycle.

For a new service location for which a Customer requests Delivery Service, the Company must receive an Electronic Enrollment from a Supplier to enable the rendering of Supplier Service in conjunction with Delivery Service or notice from the Customer to enable the rendering of Self-Supply Service in conjunction with Delivery Service. If an Electronic Enrollment has not been received by the Company from a Supplier for any reason or notice has not been received from the Customer to enable the rendering of Self-Supply Service, energy and capacity shall be provided under the Company's Default Energy Service Rate DE.

If an Electronic Enrollment fails to meet the requirements of this Tariff, the Company shall, within one business day of receipt of the Electronic Enrollment, notify the Supplier requesting service of the reasons for such failure.

The Customer or its designee shall ensure that all information provided to the Company for Delivery Service is accurate and shall provide the Company with prompt notification of any changes thereto. The Customer's Supplier shall also ensure that all information contained in the Supplier's Electronic Enrollment is accurate and shall provide the Company with prompt notification of any changes thereto.

Issued: July 2, 2010

Issued by: Gary A. Long

Effective: July 1, 2010

Title: President and Chief Operating Officer