



July 24, 2015

PUC JUL 24 '15 PM 3:39

Debra A. Howland, Executive Director
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, New Hampshire 03301

Re: Statewide Low-Income Electric Assistance Program
Docket No. DE 14-337

Dear Ms. Howland:

Enclosed please find the original and six copies of a final report on the disposition of funds transferred from the Low-Income Electric Assistance Program (EAP) to the Neighbor Helping Neighbor Program (NHN). Pursuant to Order No. 27,749 in the above captioned proceeding, the Commission required NHN "(1) to keep separate records related to their receipt and use of the grant funds; and (2) Neighbor Helping Neighbor Program was required to report to the Commission within 30 days following the closing of the program the number of customers who received a benefit from the grant, in total and by utility, and the administrative costs incurred, if any". Order No. 25,749 at 9.

Southern New Hampshire Services Inc. (So. N. H. Services), the Community Action Agency that administers the certification and disbursements of NHN grants, set up separate accounting for the EAP Funds. Shannon Nolin, who supervises the EAP administration for Belknap-Merrimack Community Action Programs, consulted with So. N. H. Services in establishing the separate accounting program for EAP funds disbursed through the NHN program.

The attached spreadsheet ("Final Report") shows each of 442 individual customer grants that used the transferred EAP funds. The totals by utility are as follows: Unutil Energy Services - 21 customers, Liberty Utilities - 30 customers, and Eversource - 391 customers. The electric utilities generously agreed to absorb all of the administrative costs as they do for the regular NHN program. It is expected that the administrative costs charged to the participating utilities will exceed \$13,000. All of the transferred EAP funds have been spent on behalf of eligible customers' electric bills. The final \$81.00 of EAP money was obligated on behalf of an eligible Eversource customer on July 13, 2015, thus exhausting the transferred EAP funds on that date.

Whenever possible, if a customer was eligible to receive a grant from EAP funds and was also eligible for a NHN grant, a second grant of NHN funds was made. In many cases the two grants together helped to ease the burden of the large arrearages that customers experienced coming out of this past winter. Although regular NHN Funds were used throughout the winter, the flexibility provided by the EAP transfer will allow the NHN program to remain open to take NHN applications in the month of August of this year. Customarily the NHN program has closed during the month of August so as not to exhaust funds before the start of the next program year on October 1.

The Community Action Agencies really stepped up their efforts to distribute the EAP funds in the time permitted while the fuel assistance program and the regular NHN program were in full operation. The NHN Board of Directors showed flexibility in granting a waiver of a NHN eligibility rule when an applicant's special circumstances made it clear that a grant would not compromise the program's principles. The utilities' contribution of administrative costs allowed sixty-five additional customers to benefit from the EAP transfer. Every dollar of the EAP transferred funds went to help customers eligible under the guidelines established by the Commission's Order.

The Board of Directors of the NHN expresses its sincere appreciation to the Commission, the EAP Advisory Board and the Commission's Director of Consumer Affairs for their confidence in the Neighbor Helping Neighbor Fund and your cooperation in disbursing these funds.

I hereby certify that a copy of this letter and the accompanying Final Report were sent by electronic mail to the persons on the Commission's Service List for Docket DE 14-237.

Very truly yours,



Gerald M. Eaton, President
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Attachments