

Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities

DG 15-289

Petition for Approval of a Gas Franchise for Lebanon and Hanover, New Hampshire

Staff Data Requests - Set 2

Date Request Received: 10/21/15
Request No. Staff 2-2

Date of Response: 11/2/15
Respondent: William J. Clark

REQUEST:

Ref. Staff DR 1-1. Please provide a copy of the presentation and any written material provided at the September 29, 2015 open house. Please describe the attendance and primary interests of the attendees. If available, please provide a list of attendees.

RESPONSE:

Please see Attachment Staff 2-2.1 for Power Point presentation delivered on September 29, 2015.

Please see Attachment Staff 2-2.2 for brochure that was handed out to attendees of the public presentation.

There were roughly 55 attendees present at the meeting on September 29. Questions from the attendees ranged from system costs, timelines for construction, to emergency response and system monitoring. A large number of questions were related to the environmental properties of natural gas compared to other fossil fuels and other types of alternative energy sources.

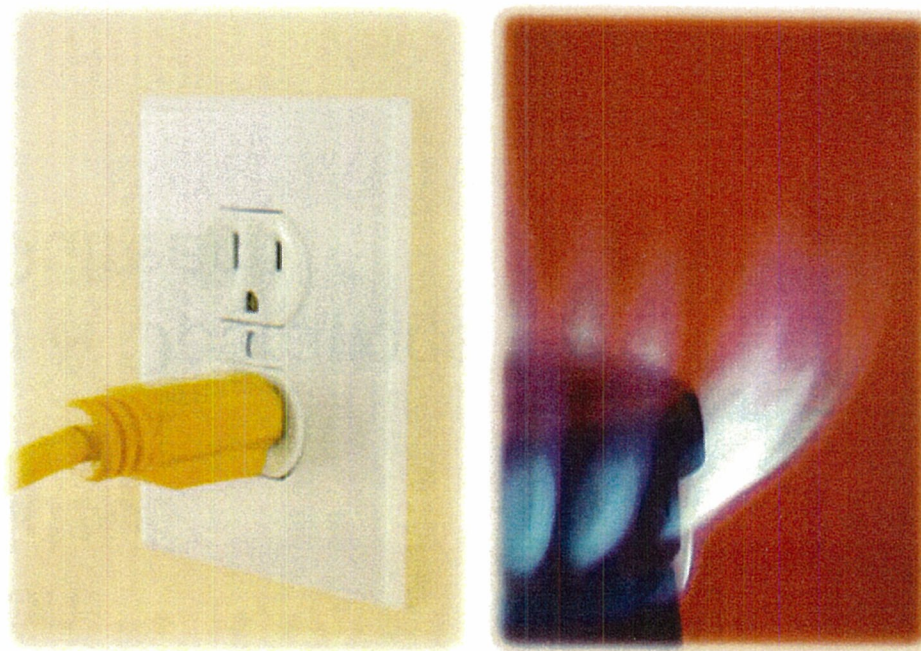
A sign-in sheet was not circulated at the meeting so a complete list of attendees is not available, but the following public officials were present for at least parts of the presentation:

Lebanon Fire Chief
Assistant City Manager for Lebanon
City Manager for Lebanon
Town Manager for Hanover
Municipal Officials from the Lebanon Landfill
State Representative Susan Almy
State Representative Lee Oxenham
Members of the Lebanon City Council



Liberty UtilitiesSM

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Liberty Utilities Natural Gas Franchise Hanover/Lebanon

September 29, 2015
Lebanon Opera House

Agenda

- Overview of Liberty Utilities
- Why Natural Gas
- Site Selection
- System Buildout
- Safety
- Engineering & Operations
- Sales and Outreach
- Next Steps
- Questions

Speakers

David Swain

President Liberty Utilities – NH

Michael Licata

Director, Government and Community Relations

William Clark

Business Development Professional

Ian Crabtree

Senior Engineer

Lisa DeGregory

Manager, Sales and Marketing

Algonquin Power & Utilities Corp.



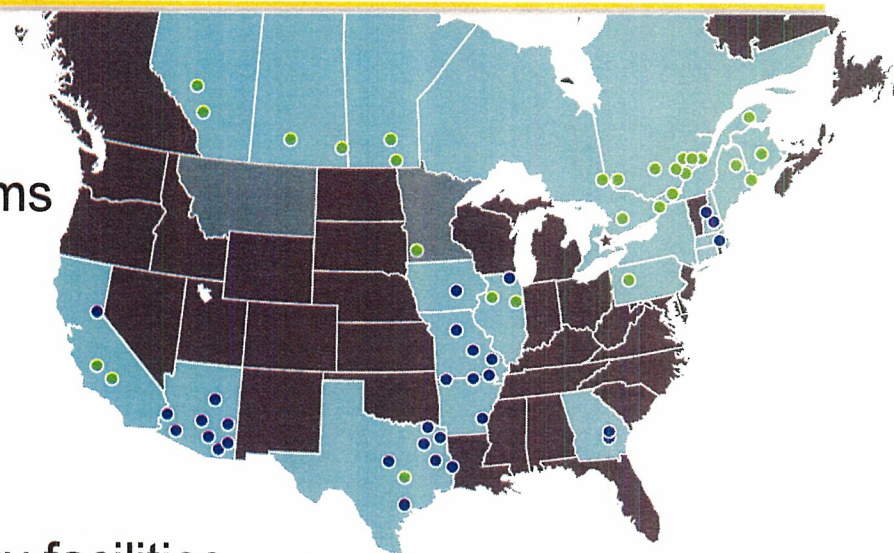
Liberty Utilities

- Over 30 electric, gas & water utility systems
- Operates in 10 states
- Approx. 1200 employees



Algonquin

- 40 contracted renewable and clean energy facilities
- Operates in 7 states and 6 provinces
- 486MW of acquisition and development opportunities
- Approx. 170 employees
- A \$3.6 billion diversified generation, transmission and distribution utility
- Traded on the Toronto Stock Exchange



Legend



States / provinces with power generation or utilities distribution



States / provinces with acquisitions or projects in development



Generation facility

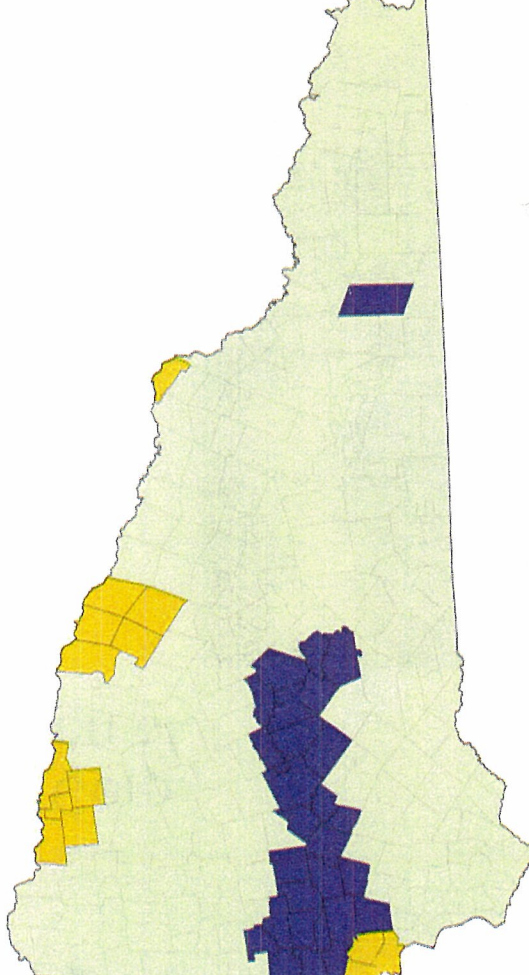


Electric, gas or water utility



Liberty Utilities

Liberty Utilities New Hampshire

- Electric distribution company serving 21 communities, including Hanover and Lebanon
 - 43,000 customers in New Hampshire, including 21,000 in the Upper Valley
 - 30,000 sq/ft Operations and Customer Service facility located in Lebanon
 - Approximately 30 full-time employees serving Upper Valley
- 
- Largest gas utility in New Hampshire, serving 90,000 customers
 - Serves 31 communities with Natural Gas
 - Propane and Liquefied Natural Gas (LNG) facilities, located in Nashua, Manchester, Concord and Tilton
 - 24/7 Emergency, Dispatch and Control Center located in Londonderry

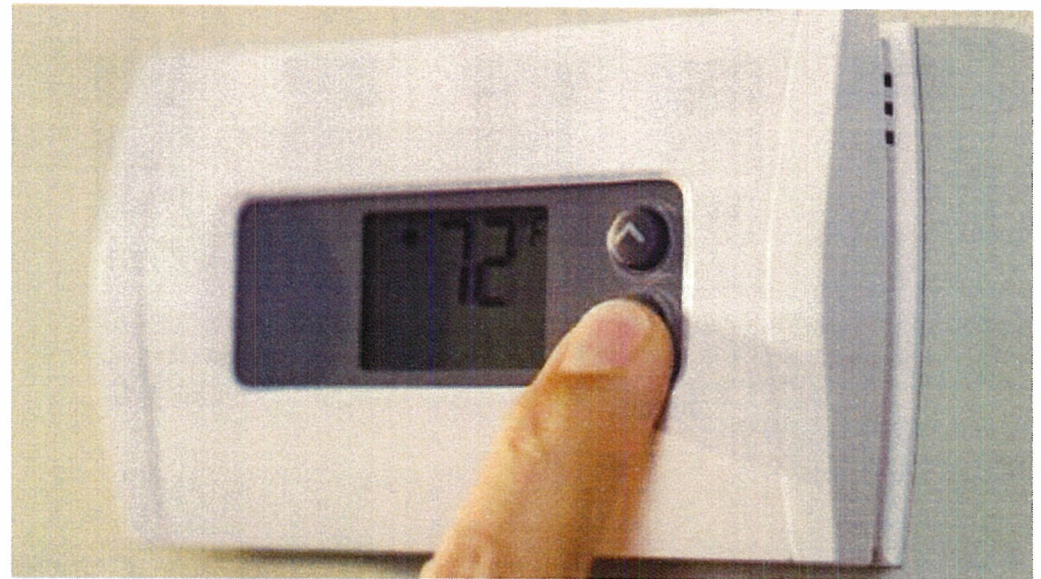
Keene Division

- Liberty acquired NH Gas Corp. in Jan 2015. Keene Division of EnergyNorth
 - Serves 1250 customers
 - 30 miles of distribution pipe
 - Customers served through underground distribution system from a single supply and storage plant located in Keene
 - Very similar to proposal to serve Upper Valley
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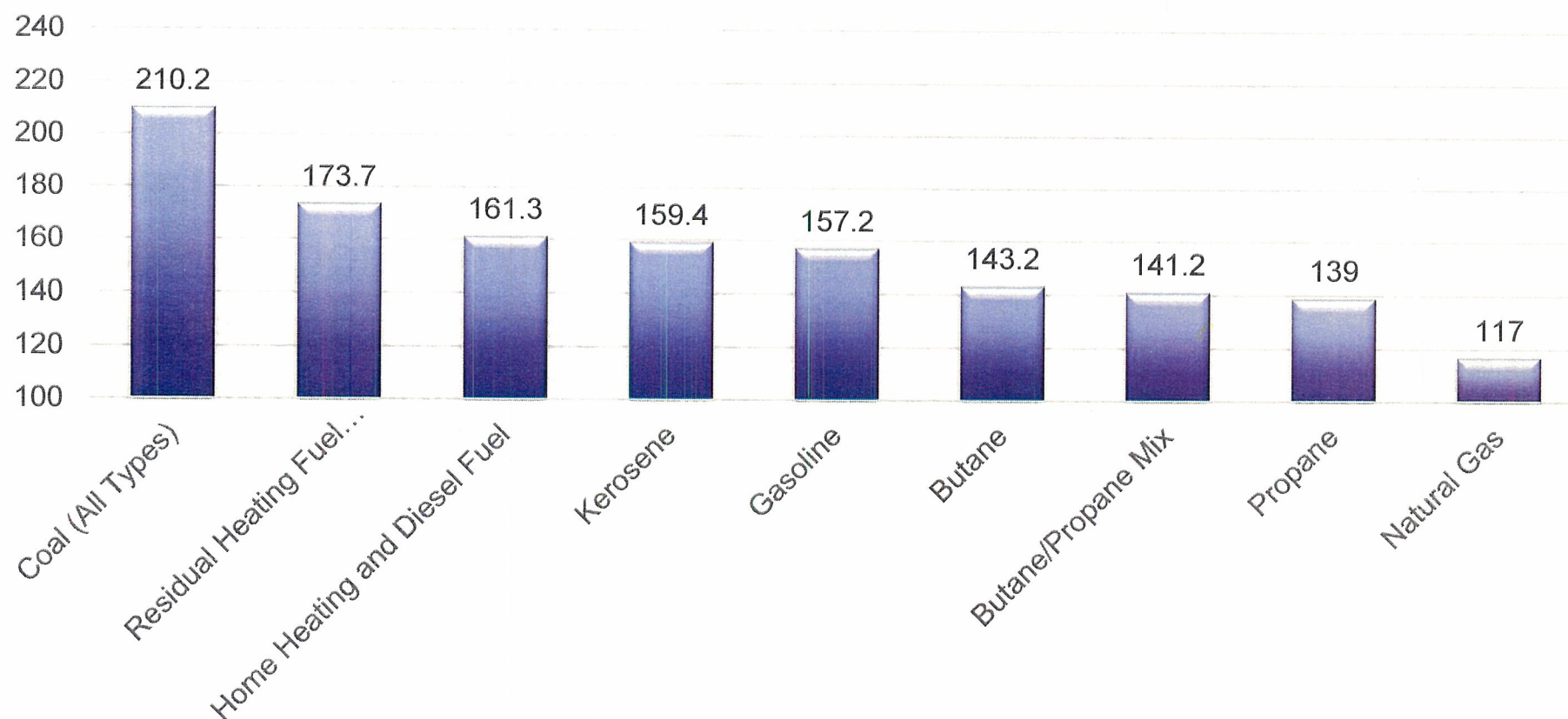
Natural Gas vs Other Fuels

- Using natural gas for heating and manufacturing processes releases less carbon dioxide than other fuels
- Displace usage of oil and propane for home and commercial heating



Natural Gas vs Other Fuels

Pounds of CO2 Per Million Btu



Natural Gas vs Other Fuels

- Safe
- Reliable
- Low cost
- Convenient

Current Heating Fuel Values - Updated September 9, 2015			
Fuel Type	Price/Unit	Heat Content Per Unit (BTU)	Price Per Million BTU
Fuel Oil (#2)	\$2.23/Gallon	138,690	\$16.05
Propane	\$2.54/Gallon	91,333	\$27.79
Kerosene	\$3.07/Gallon	135,000	\$22.75
Natural Gas 1st Tier (<20 Therms)	\$0.78/Therm	100,000	\$7.84
Natural Gas 2nd Tier (>20 Therms)	\$0.72/Therm	100,000	\$7.24
Wood (Bulk Delivered Pellets)	\$251.38/Ton	16,500,000	\$15.24
Wood (Cord)	\$325/Cord	20,000,000	\$16.25
Electricity	\$0.14/kwh	3,412	\$41.55

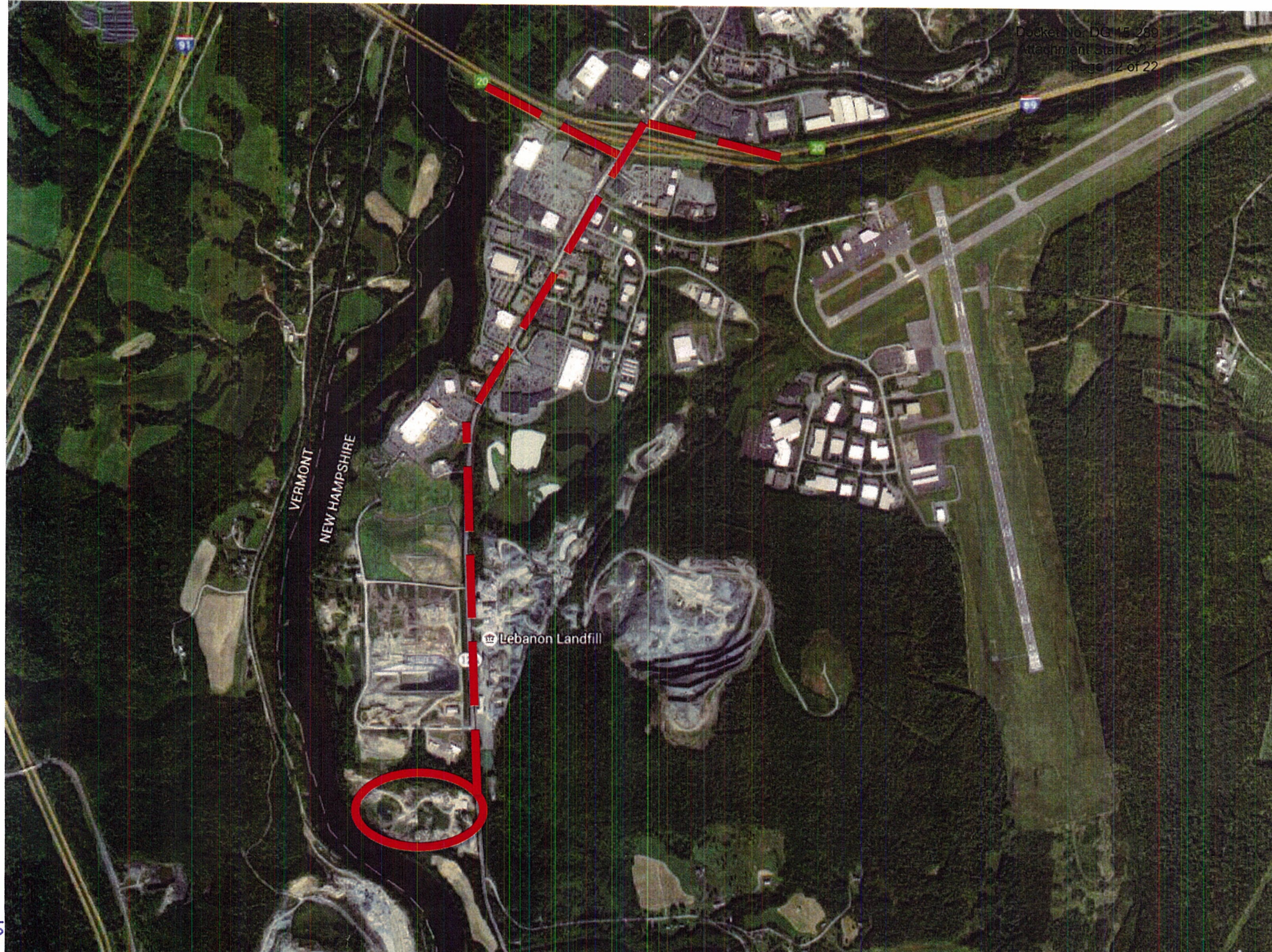
- Liquefied Natural Gas - \$15.09
- Compressed Natural Gas - \$12.25

Site Selection



Site Selection

- Located at 384 & 386 Plainfield Road in West Lebanon, adjacent to the Lebanon Landfill
 - Potential to utilize renewable landfill gas
 - Zoned Industrial Heavy. There are no residential homes in close proximity
 - Accessible from Exit 20 off Interstate 89 without traveling through any residential neighborhoods
 - Route is already being utilized by heavy trucking to access the landfill, Pike Industries, Carroll Concrete and big box retailers
-



Build Out



Build Out



Benefits

- Unique opportunity to use renewable natural gas from the Lebanon Landfill
- Potential source of revenue for the community
- Serving the whole region
- Site zone Industrial Heavy
- Easy access from highway with limited traffic disruption
- Potential for LNG or CNG vehicle refueling facility



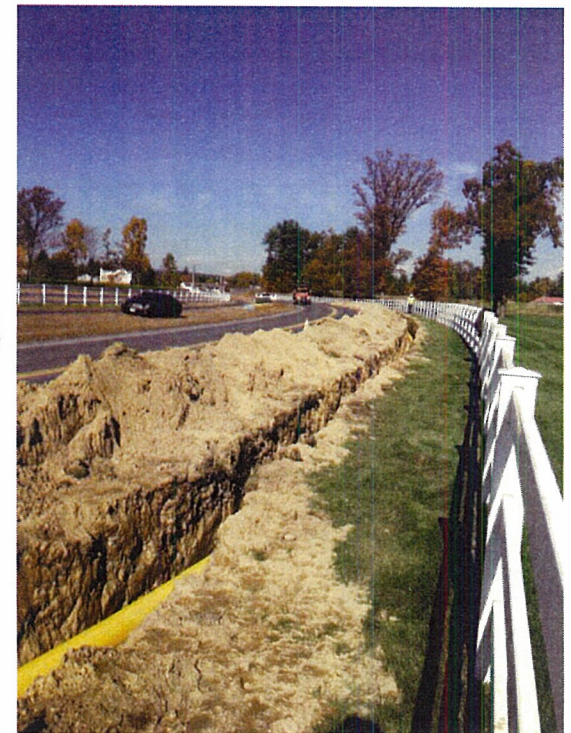
Safety

- Compliance with Federal & State Requirements
 - Liberty Utilities Operation and Maintenance Specifications
- Qualifications
 - Contractors & Liberty Employees
- Traffic Control & Public Safety
- Emergency Response
 - Monitoring and response 24/7
- 2012 AGA Safety Achievement Award
 - Lowest reportable motor vehicle accidents



Engineering & Operations

- Engineering Objectives
 - Building good relationships with state & local municipalities
 - Gas Operations support
- Construction Practices
 - Gas line installation requirements
 - Permitting / restoration
- Operating Specifications
 - Line pressure
 - Pipe size & material



Liberty Sales Team

- Located in Manchester
- Dedicated staff of 10 representative ready to speak with you about the benefits of converting your home or business to natural gas

New Customer Outreach

- To date we have reached out to all of the residents of Lebanon and Hanover
 - Our commercial team has performed over 100 field visits, meeting with local business owners
 - We have developed a customized brochure to answer common asked questions
 - We will continue our outreach. One-on-one meetings, luncheons and mailings.
-

We Make the Process Easy

- Energy efficiency rebates will be available
 - Incentives for installing qualified energy savings products
 - Turnkey solutions to identify savings opportunities
 - Education and workforce training
 - NHSAVES.COM to review current programs available for both electric and gas customers
 - Financing programs will be available for new gas customers
 - Contractor Referral Program
-

Next Steps

- Continued Outreach
 - Meetings with potential residential, commercial and industrial customers
 - Presentations to municipal officials, town boards, chambers of commerce
 - Regulatory Approval
 - Public Utilities Commission Docket [DG 15-289](#)
 - State, Local and Federal Permitting
 - Work with Municipal Officials
-

Questions





WORKING TO BRING NATURAL GAS TO **HANOVER AND LEBANON**

Liberty Utilities is pleased to announce we have filed a request with the New Hampshire Public Utilities Commission seeking permission to provide the Town of Hanover and the City of Lebanon with natural gas.

Our goal is to provide safe, reliable and cost effective energy services to meet the current and future needs of your communities.



WHO WE ARE

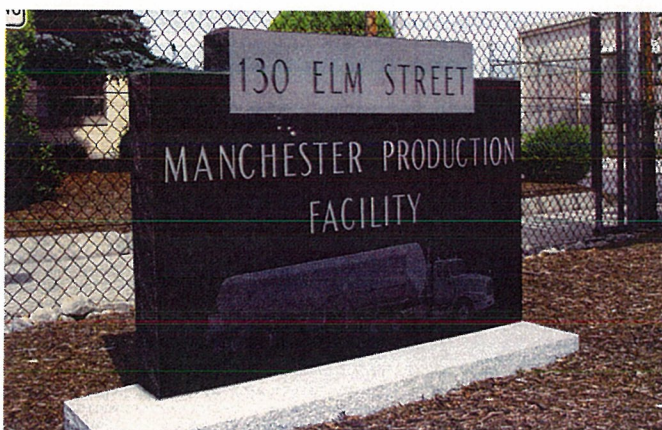
Liberty Utilities is a regulated water, natural gas and electric distribution utility located in 10 states throughout the United States. We deliver responsive and reliable services to nearly 500,000 residential and commercial customers, 133,000 of which are located right here in New Hampshire. Our experienced, local employees are committed to our customers and increasing the availability of natural gas.



A PROVEN TRACK RECORD



Liberty Utilities currently has three Liquefied Natural Gas (LNG) facilities located in Tilton, Manchester, and Concord that have been operating successfully for decades. The employees running these facilities have an average of over 15 years of experience. If Liberty is permitted to bring natural gas into Hanover and Lebanon, a similar system will be constructed and run by the same experienced group of individuals.



Our employees' proven success in operating New Hampshire's largest natural gas utility over the past 40 years demonstrates our financial, managerial and technical ability to deliver quality utility service to customers in the Hanover/Lebanon area.

LEBANON/HANOVER EXPANSION

A key component of Liberty's growth strategy is focused on getting natural gas to areas that currently have no access to existing pipelines. To achieve that goal, we intend to engineer, procure and construct LNG (liquefied natural gas) and CNG (compressed natural gas) storage facilities in an appropriate location. By procuring and delivering LNG and/or CNG to the facility, Liberty will be able to serve residential and commercial customers of both communities with natural gas.



Q: How will natural gas reach my home/business without access to a pipeline?

If granted permission by the NHPUC, Liberty Utilities will construct a natural gas storage facility and an underground local distribution network that will deliver natural gas right to your home or business.

Q: Who is paying for this?

This expansion project would be **100% funded** by Liberty Utilities. Business and home owners would not see an increase in their taxes or their electric bills as a result of us supplying these areas with natural gas.

Q: When will natural gas become available to me?

Our goal is to serve residential, commercial and industrial customers in both communities. The initial phase of the project will reach large commercial customers and any residential neighborhoods nearby. Natural gas could become available to these customers as early as the Fall of 2016. The second phase will focus on branching out the distribution network to more residential neighborhoods. Select homes may be able to connect to natural gas as early as 2017.

Q: What will the rates be?

Rates, charges, and terms of service for the Hanover/Lebanon division will be similar to rates currently in place for Liberty Customers in New Hampshire. The only difference will be in the "Cost of Gas" portion of the bill, which will include the cost to procure and deliver LNG/CNG to our storage facility.

Q: Is natural gas safe?

Yes. There are over 2.1 million miles of pipelines in the US safely and reliably delivering natural gas. The industry spends over \$6 billion annually on maintenance, replacement, upgrades, inspections and training.

WHY NATURAL GAS?



LOW COST :

Historically, natural gas has been more economical than propane and oil.



CONVENIENCE :

Natural gas is piped directly to your home or business, eliminating the need for deliveries and on-site storage.



ENVIRONMENT :

Utilizing natural gas results in lower emissions when compared to other fossil fuels.



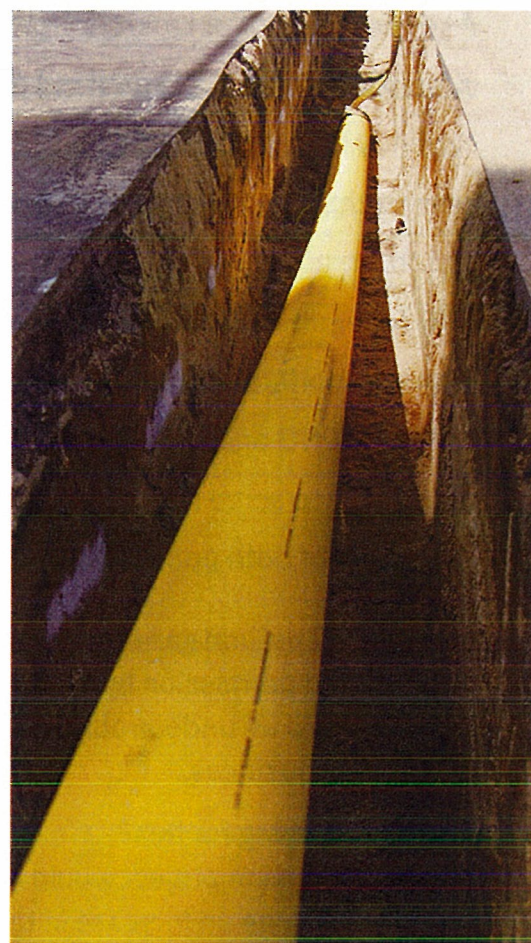
ECONOMY :

Domestic production of natural gas means new jobs and a positive economical impact.

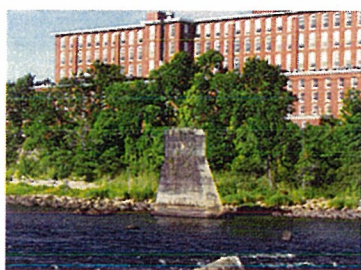


VERSATILITY :

Natural gas can be used for heating, water heating, cooking, manufacturing, and a host of other uses.



WHY LIBERTY UTILITIES?



LOCAL



RESPONSIVE



WE CARE

Electric Customer Service : **1-800-375-7413**

Natural Gas Sales Department : **603-782-2329** OR **603-782-2335**

www.libertyutilities.com

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