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STATE OF NEW HAMPSHIRE



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January 13, 2017

Public Service Company
of New Hampshire
d/b/a Eversource Energy
780 N. Commercial Street
Manchester, NH 03101

Re: DE 15-417, Public Service Company of New Hampshire d/b/a Eversource Energy
Imposing Civil Penalty
Keene Electrocutation Incident

To the Parties:

On December 13, 2016, Staff submitted its report titled *Expanded Safety Division Investigation of April 19, 2014 Electrical Contact and Fatality with a PSNH 3 Phase Distribution System in Keene, NH* (the "Report") relating to the April 19, 2014 death of Nathan L. DeMond who was electrocuted while investigating a report of a low hanging electrical wire owned by Public Service Company of New Hampshire, now doing business as Eversource Energy ("Eversource" or the "Company").

The Commission has accepted Staff's Report as filed and agrees with Staff that the seven recommendations contained in the Report be implemented by the Company as soon as practicable. Those recommendations relate to the following, which are paraphrased from the Report: i) take immediate action to recognize and consider broken cross arms to be a critical equipment failure requiring immediate notification to Customer Care; ii) update its Procedure Manual ED -3032 to include broken cross arms as a P1 risk; iii) revise EMP 5.45 to perform inspections on an annual basis; iv) incorporate details and language used in M8-MT 3001 into ED-3032; v) extend public outreach of its Fires and Wires training to include facilities with campus like settings; vi) update training and maintenance procedures to include data collection related to cross arms; and vii) review and update procedures referenced under M8-MT-3001, Section 4.1 Aerial Line Patrol, including referenced subsections and update training related to the ED-3032 policy.

The Commission requests an update on the implementation of the recommendations by February 13, 2017, or sooner if practicable.

Sincerely,

A handwritten signature in black ink that reads "Debra A. Howland".

Debra A. Howland
Executive Director

cc: Docket Service List

SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED

Pursuant to N.H. Admin Rule Puc 203.11 (a) (1): Serve an electronic copy on each person identified on the service list.

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Docket #: 15-417-1 Printed: January 13, 2017

FILING INSTRUCTIONS:

- a) Pursuant to N.H. Admin Rule Puc 203.02 (a), with the exception of Discovery, file 7 copies, as well as an electronic copy, of all documents including cover letter with:**
- DEBRA A HOWLAND
EXEC DIRECTOR
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21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429
- b) Serve an electronic copy with each person identified on the Commission's service list and with the Office of Consumer Advocate.**
- c) Serve a written copy on each person on the service list not able to receive electronic mail.**