

THE STATE OF NEW HAMPSHIRE
BEFORE THE
NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION

**Public Service Company of New Hampshire
d/b/a Eversource Energy
Request for Modification of the Loss of Service Investigation Charge
Docket No. DE 15-xxx**

**Technical Statement of
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October 26, 2015

A. Purpose of Technical Statement

This Technical Statement is being submitted to provide the Commission with background information supporting the proposed elimination of the Loss of Service Investigation Charge for customers who receive Delivery Service under Residential Rate R, Residential Time-of-Day Rate R-OTOD, General Service Rate G and General Service Time-of-Day Rate G-OTOD.

Customers who receive Delivery Service under Primary General Delivery Service Rate GV, Large General Delivery Service Rate LG or Backup Delivery Service Rate B will continue to be assessed charges based on the total cost incurred to investigate the loss of service.

B. Background

Public Service Company of New Hampshire d/b/a Eversource Energy (“Eversource” or the “Company”) will investigate any loss of service upon request of a customer. When the reason for the loss of the service is the failure of Eversource’s equipment or some malfunction of its system, the company will perform the repair and restore power without a Loss of Service Investigation charge. When the loss of service is occasioned by the failure of the customer’s equipment or facilities, the Company will impose a Loss of Service Charge. This has been a long standing practice. Customers billed under Rates GV, LG or B are billed the actual cost of responding to the customer’s request. Customers billed under Rates R, R-OTOD, G and G-OTOD are billed a flat charge. Most recently, Order No. 24,835 in Docket No. DE 08-006 approved the Company’s proposal to set those charges at \$125 for investigations performed during normal work hours and \$250 for investigations performed outside of normal work hours. The amount of the charges was based on an analysis of the cost to the Company for investigations performed in 2006. The higher cost of the after-hours investigations was attributable to the fact that employees responding after hours were paid a “call-out premium” when they were called back to work after the end of their normal work schedule.

Recently, a new Troubleshooter organization has been created as part of the continuation of the Reliability Enhancement Program (“REP”). This new organization is intended to be

capable of addressing these loss of service investigations, as well as other reliability related services, 24 hours a day.

C. Request

Based on the continuation of the REP and inclusion of funding for a Troubleshooter program that is staffed 24 hours a day within the REP, along with the desire to improve the customer experience during times of outages, Eversource is requesting that for customers served under Residential Rate R, Residential Time-of-Day Rate R OTOD, General Service Rate G and General Service Time-of-Day Rate GOTOD, the \$125 per incident Loss of Service Investigation Charge during normal working hours and the \$250 per incident Loss of Service Investigation Charge outside of normal working hours be removed. The estimated revenue impact of removing this charge is approximately fifty-seven thousand dollars per year based on the past four years of billings. Please refer to Exhibit CJG-1 for the supporting calculation.

The removal of the charges will streamline the process in which Eversource handles its non-electric billing by reducing a redundant charge and utilizing the new Troubleshooter organization to address most loss of service calls. It will also eliminate the possibility that customers may delay reporting outages out of a concern that they may incur an additional cost.

Charges for the actual costs incurred in responding to Loss of Service Investigations for customers who receive Delivery Service under Primary General Delivery Service Rate GV, Large General Delivery Service Rate LG or Backup Delivery Service Rate B will continue to be assessed. Customers on these rates tend to have the resources and personnel necessary to investigate internal electrical issues before contacting the Company to respond.