

THE STATE OF NEW HAMPSHIRE

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**PUBLIC UTILITIES COMMISSION**  
21 S. Fruit Street, Suite 10  
Concord, N.H. 03301-2429

TDD Access: Relay NH  
1-800-735-2964

Tel. (603) 271-2431

FAX (603) 271-3878

Website:  
www.puc.nh.gov

NHPUC 16NOV15PM2:55

November 16, 2015

Michael Nordlicht, General Counsel  
Agera Energy LLC  
555 Pleasantville Rd S 107  
Briarcliff Manor, NY 10510

Re: DM 15-480, Agera Energy LLC  
Competitive Electric Power Supplier Renewal Application  
Deficiency Letter – Request for Additional Information

Dear Mr. Nordlicht:

On November 9, 2015, Agera Energy LLC (Agera Energy) submitted an application to the Commission for renewal of its registration as a competitive electric power supplier (CEPS). Commission Staff has reviewed the application and determined it is incomplete and therefore does not comply with the requirements of N.H. Code Admin. Rules Puc 2003. In particular, Staff identified the following requirements that have not been met and the related items which are missing from the application:

- 1) Proof of completion of EDI training and testing with Eversource Energy (Eversource), Liberty Utilities (Liberty), New Hampshire Electric Cooperative, Inc. (NHEC), and Unitil Energy Systems (Unitil).

*Puc 2003.01(d)(1) Demonstration of technical ability to provide for the efficient and reliable transfer of data and electronic information between utilities and the CEPS in the form of:*

*(a) A statement from each utility with which the CEPS intends to do business indicating that the applicant has complied with the training and testing requirements for electronic data interchange.*

*(c) A statement from each utility with which the CEPS does or intends to do business indicating that the applicant has successfully demonstrated electronic transaction capability.*

2) Proof of financial security.

*Puc 2003.01(d)(4) Evidence of financial security, as defined in Puc 2003.03.*

3) A list of the number and type of customer complaints concerning the applicant.

*Puc 2006.01 (a)(13) A listing disclosing the number and type of customer complaints concerning the applicant or its principals, if any, filed with a state licensing/registration agency, attorney general's office or other governmental consumer protection agency for the most recent calendar year in every state in which the applicant has conducted business relating to the sale of electricity.*

Regarding item #1, although you may have filed, with Agera Energy's previous CEPS application and with requests to the Commission to expand its service territory, statements from each utility in the franchise areas in which Agera Energy intends to provide service that it has completed EDI training and testing, the currently pending renewal application must also include copies of those statements in order for the application to be complete.

Regarding item #2, because the surety bond filed with your application expires less than one year following the projected date that your renewed registration would become effective, Staff does not find the bond acceptable and will not recommend that the Commission accept the bond as financial security in support of Agera Energy's registration. Note, however, that Staff has reviewed the rider that you proposed in your email request and finds that, if the surety bond reference number listed on the rider is corrected and a signed and executed original of the corrected rider is filed, the bond would be acceptable to Staff.

Regarding #3, Exhibit 13 of the application lists customer complaints by state, customer name, and case number. Puc 2006.01 (a)(13) requires a breakdown of complaints by type for each state. Please provide a list that shows, for each state, the number of complaints by type.

In order to complete your application, you should respond accordingly to the items listed above. When responding, please address your letter to Debra A. Howland, Executive Director, and reference the docket number listed on the subject line of this letter.

Pursuant to Puc 2003.04 (h), please provide all information requested within 60 days of the date of this letter, on or before **January 14, 2015**. Puc 2003.04 (h) is copied below.

*Puc 2003.04(h) If the commission has requested information or clarification to complete an application for registration, and such information or clarification is not provided within 60 days of the request, the commission shall suspend the application. If, after 120 days of the date of the request, the applicant has not provided the requested information or clarification, the commission shall reject the application. If an application is rejected, the application fee shall be forfeited and the applicant shall be required to submit a new application and fee prior to acting as a CEPS in New Hampshire.*

Sincerely,



David Goyette  
Utility Analyst III

cc: Service List  
Docket File

**SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED**

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

Executive.Director@puc.nh.gov  
amanda.noonan@puc.nh.gov  
david.goyette@puc.nh.gov  
david.wiesner@puc.nh.gov  
leszek.stachow@puc.nh.gov  
margaret.raymond@puc.nh.gov  
Michael.Nordlicht@ageraenergy.com  
ocalitigation@oca.nh.gov  
tom.frantz@puc.nh.gov

Docket #: 15-480-1      Printed: November 16, 2015

**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  
EXECUTIVE DIRECTOR  
NHPUC  
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.**