

STATE OF NEW HAMPSHIRE

CHAIRMAN
Martin P. Honigberg

COMMISSIONERS
Kathryn M. Bailey
Michael S. Giaino

EXECUTIVE DIRECTOR
Debra A. Howland



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

Tel. (603) 271-2431

FAX No. 271-3878

Website:
www.puc.nh.gov

PUBLIC UTILITIES COMMISSION

21 S. Fruit St., Suite 10
Concord, N.H. 03301-2429

NHPUC 4MAR'19PM1:37

March 4, 2019

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

RE: DG 17-048 Liberty Utilities Request for Change in Rates

Dear Ms. Howland:

On February 28, 2019, Liberty Utilities filed a report regarding Liberty's and its customers' experiences during the first 90 days of decoupling. The report was filed with the Commission's Consumer Services and External Affairs Director as required by Commission Order No. 26,187.

Staff believes it is appropriate for Liberty's report to be part of the record in DG 17-048 and accordingly requests the Commission accept Liberty's report for filing in the docket. An original and six copies of the report are provided with this request.

Thank you for your consideration.

Sincerely,

A handwritten signature in blue ink that reads "Amanda O. Noonan".

Amanda O. Noonan
Director, Consumer Services and External Affairs

cc: Service List



Nicole Harris
Director, Customer Experience (Eastern Region)
O: 603-216-3571
E: Nicole.Harris@libertyutilities.com

NHPUC 28FEB'19PM4:19

February 28, 2019

Amanda Noonan
Director, Consumer Services & External Affairs
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, NH 03301-2429

Dear Ms. Noonan:

This letter provides Liberty Utilities (EnergyNorth Natural Gas) Corp.'s ("Liberty") report about its and its customers' experience during the first 90 days of decoupling. This report is being provided to the Commission's Director of Consumer Services and External Affairs pursuant to Order No. 26,187 in Docket No. DG 17-048.

Since the effective date of the order through February 27th, Liberty's Customer Service department has received a total of eighteen customer inquiries specific to decoupling. Seventeen of the eighteen inquiries directly correlate to the FAQs published on Liberty's website. A summary of the number of inquiries received in each category is shown below.

- What is revenue decoupling? (7)
- How will this affect my bill? (5)
- Are there any added benefits to decoupling? (1)
- How does decoupling work? (1)
- Is decoupling a new concept? (1)
- Is my bill still based upon how much gas I use? (1)
- What is the purpose of revenue decoupling? (1)

Those seventeen inquiries were addressed through telephone conversations with the customers.

The one inquiry that did not fall into an existing FAQ category was a situation specific to the customer having one residential account with a Normal Weather Adjustment (NWA) credit on the November bill and having one other account that had neither a NWA credit nor debit on the November bill. After further review, Liberty found that the account which did not have a NWA was seasonal and assigned to the commercial G42 rate. Based upon the usage at that location, that account should have been on the commercial G41 rate. As a result the customer's inquiry



was resolved by changing the account to the commercial G41 rate and applying the NWA credit of \$0.69 to the account.

Additional analysis was performed on the volumes of debits and credits applied to customer accounts on a monthly basis. Based upon the data below*, one assumption is that the low rate of inquiries could possibly be attributed to the small dollar amount of the average debits (charges). Whatever the reason, the low volume of inquiries is encouraging.

Month	Credit		Debit	
	Total # of Credits	Average Credit	Total # of Debits	Average Debit
November 2018	34768	\$ (3.90)	32658	\$ 0.78
December 2018	86828	\$ (10.39)	903	\$ 2.30
January 2019	484	\$ (1.55)	95635	\$ 6.29
February 2019	43776	\$ (2.36)	37520	\$ 2.41

**through February 26*

To date, there have been zero customer inquiries from the Commission’s Consumer Affairs Division’s Staff. A series of meetings have taken place with Liberty personnel and the Commission’s Director of Consumer Services and External Affairs. As a result of these efforts, below is a list of the Commission directives that have been satisfied or are on-going.

Completed:

- 1) “We require Liberty to report back to the Commission’s Director of Consumer Services and External Affairs on Liberty’s and its customer’s experience during the first 90 days of decoupling.”
- 2) “We require Liberty to work with Staff and the OCA to develop a method to make this information (base usage and bill message) available on Liberty’s website.”
- 3) “We require the Company to develop a calculator which will assist a customer in verifying that the NWA was calculated accurately.”
- 4) “Liberty agreed to develop a webpage showing current heating degree date information and 30 year historic (normal) information, for Keene and Manchester.” “We direct Liberty to indicate on this page for each billing cycle, how the most recent monthly weather compared to normal.”
- 5) “We direct Liberty to work with Staff to develop these web page additions and make the additions a priority so that customers can use the information as soon as possible after the decoupling goes into effect.”



- 6) "Liberty shall continue to develop and disseminate decoupling educational materials as described on Exhibit 93."

Open:

- 1) "We require that Liberty, starting in December 2018 and continuing for 12-months, provide to the Audit Division two randomly selected residential bills and one randomly selected non-residential bill from each billing cycle for each of the 12 months."
Note: This is a monthly event.
- 2) "We direct Liberty to work with Staff to improve these educational materials (bill insert, newsletter and web pages) as the decoupling process unfolds over the next 12 months."
Note: This is an as-needed-basis event.
- 3) "The next time Liberty updates its billing system or bill format, we direct Liberty to work with the Commission's Director of External Affairs and Consumer Services to determine the costs and benefits of including such information on the bill."
Note: This is a time-triggered event.

Please let me know if you have any questions regarding this report.

Very Truly Yours,

A handwritten signature in blue ink that reads "Nicole Harris".

Nicole Harris