

STATE OF NEW HAMPSHIRE

CHAIRWOMAN  
Dianne Martin

COMMISSIONERS  
Kathryn M. Bailey  
Daniel C. Goldner

EXECUTIVE DIRECTOR  
Debra A. Howland



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

Tel. (603) 271-2431

Website:  
[www.puc.nh.gov](http://www.puc.nh.gov)

**PUBLIC UTILITIES COMMISSION**

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

June 1, 2021

Re: DE 19-057, Public Service Company of New Hampshire d/b/a Eversource Energy  
Notice of Intent to File Permanent Rate Schedules  
Adopting Report and Recommendation on New Start Program Design

To the Parties:

Within its request for a permanent rate increase filed in this docket, Public Service Company of New Hampshire d/b/a Eversource Energy (Eversource) sought the Commission's approval of other measures, including a "New Start – Arrears Management Program" (New Start Program), which would provide payment assistance to qualifying residential customers with past due utility bills and forgive a portion of each participant's outstanding arrearage with each timely paid monthly bill. In Order No. 26,433 (December 15, 2020), the Commission approved a settlement agreement, in which the settling parties agreed that Eversource should implement the New Start Program in New Hampshire. The settlement agreement required Eversource to convene a group of stakeholders to develop, monitor, and evaluate the New Start Program. It set a deadline for the stakeholder group to file its report and recommendations with the Commission within 120 days of the Commission's final order.

On April 15, 2021, Eversource filed a Report and Recommendation on the New Start Program Design (New Start Report). Eversource requested the Commission to accept and approve the New Start Report so that it can complete the programming changes necessary to implement the New Start Program in early 2022.

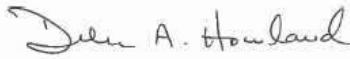
The New Start Report stated that the stakeholder group met weekly from March 4 until April 8, 2021 to discuss the design of the New Start Program. The stakeholder group consisted of representatives from: Eversource; Commission Staff; New Hampshire Legal Assistance; Community Action Partner, Strafford; New Hampshire Local Welfare Administrators Association; Listen Community Services; Catholic Charities; and Belknap/Merrimack Community Action Agency.

Contained in the New Start Report are a number of recommendations from the stakeholder group, which address matters not fully detailed in Section 13 or Appendix 7 of the settlement agreement, relating to the New Start Program. These matters included the following: eligibility requirements; general requirements; requirements for enrollment and re-enrollment; payment calculations; arrearage forgiveness; customer communications; stakeholder group monitoring and oversight of the program;

and program reporting metrics. The stakeholders recommended that Eversource send reports, in the specified Excel format, to the Commission and the stakeholder group on the last day of the month following the end of each quarter, beginning on April 30, 2022.

The Commission has reviewed the New Start Report and found that the stakeholder group's recommendations constitute reasonable additions to the New Start Program guidelines contained in Section 13 and Appendix 7 of the settlement agreement approved by Order No. 26,433. Accordingly, the Commission approves and adopts the New Start Report, including the reporting requirements. Eversource shall implement the New Start Program by early 2022, and it shall file quarterly reports with the Commission and the stakeholder group, in the format specified in the New Start Report, beginning on April 30, 2022.

Sincerely,

A handwritten signature in black ink that reads "Debra A. Howland". The signature is written in a cursive style and is positioned above the printed name and title.

Debra A. Howland  
Executive Director

cc: Service List (Electronically)  
Docket File

## Service List - Docket Related

Docket#: 19-057

Printed: 6/1/2021

Email Addresses

---

ExecutiveDirector@puc.nh.gov  
palvarez@wiredgroup.net  
mbirchard@keyesfox.com  
aboym@acadiacenter.org  
brianna@cleanenergynh.org  
kelly@cleanenergynh.org  
brian.buckley@puc.nh.gov  
rburke@nhla.org  
richard.chagnon@puc.nh.gov  
pradip.chattopadhyay@oca.nh.gov  
jessica.chiavara@eversource.com  
john@johncoffman.net  
roger@fsconline.com  
kristi.davie@eversource.com  
johndefever@yahoo.com  
kurt.demmer@puc.nh.gov  
allen.desbiens@eversource.com  
paul.dexter@puc.nh.gov  
jdonahue@preti.com  
pearl.donohoo-vallett@brattle.com  
jay.dudley@puc.nh.gov  
Stephen.Eckberg@puc.nh.gov  
eemerson@primmer.com  
matthew.fossum@eversource.com  
tom.frantz@puc.nh.gov  
mhorne@hcc-law.com  
tklaes@blueridgecs.com  
donald.kreis@oca.nh.gov  
erica.menard@eversource.com  
tmlarkinassociates@gmail.com  
madeleine@cleanenergynh.org  
karen.moran@puc.nh.gov  
scott@sjmuellerlaw.com  
dmullinax@blueridgecs.com  
rnelson@strategen.com  
elizabeth.nixon@puc.nh.gov

amanda.noonan@puc.nh.gov  
ocalitigation@oca.nh.gov  
rebecca.ohler@des.nh.gov  
rorie.patterson@puc.nh.gov  
melissa.price@eversource.com  
agustin.ros@brattle.com  
sanem.sergici@brattle.com  
Christa.Shute@oca.nh.gov  
christopher.skoglund@des.nh.gov  
stower@nhla.org  
Jacqueline.Trottier@puc.nh.gov  
dvenora@keeganwerlin.com  
david.wiesner@puc.nh.gov  
jrw@psu.edu  
craig.wright@des.nh.gov