

1 **Q. What is the impact of the Winter 2019/20 COG rate on the typical residential heat**  
2 **and hot water customer participating in the FPO program?**

3 A. As shown on Schedule K-1, Column 7, lines 30 and 31, the typical residential heat and  
4 hot water FPO customer would experience a decrease of \$181.07 or 29.5% in the gas  
5 component of their bills compared to the prior winter period. When the monthly  
6 customer charge and therm delivery charge are factored into the analysis, the typical  
7 customer would see a total bill decrease of \$192.63 or 19.7%, as shown on lines 37 and  
8 38.

9 **Q. What is the impact of the Winter 2019/20 COG rate on the typical residential heat**  
10 **and hot water customer choosing the Non-FPO program?**

11 A. As shown on Schedule K-2, Column 7, lines 30 and 31, the typical residential heat and  
12 hot water Non-FPO customer is projected to see a decrease of \$220.57 or 34.2% in the  
13 gas component of their bills compared to the prior winter period. When the monthly  
14 customer charge and therm delivery charge are factored into the analysis, the typical  
15 customer would see a total bill decrease of \$232.13 or 23.0% as shown on lines 37 and  
16 38.

17 **Q. Please describe the impact of the Winter 2019/20 COG rate on the typical**  
18 **commercial customer compared to the prior winter period.**

19 A. Schedule L-1 illustrates that the typical commercial FPO customer would see a \$697.18  
20 or 29.5% decrease in the gas component of their bill and a 21.3% decrease in their total  
21 bill. Schedule L-2 shows that the typical commercial Non-FPO customer would see

1 decreases of \$848.07 (34.2%) in the gas component of their bill and a 24.8% decrease in  
2 their total bill.

3 **V. OTHER ITEMS**

4 **Q. What is the status of the CNG conversion?**

5 A. The temporary CNG facility is expected to be in-service with the initial customers  
6 converted to natural gas by early October. We have not included any of the accumulated  
7 facility, demand or conversion costs in this filing. We plan to work with Staff and the  
8 OCA to determine the best way to begin recovering these costs and reflecting them in  
9 rates.

10 **Q. Please describe how the Company will meet its 7-day on-site storage requirement.**

11 A. The Company has net storage capacity at its plant in Keene for approximately 75,000  
12 gallons of propane. Additionally, EnergyNorth has approximately 129,800 gallons of  
13 propane (net of heel) at the Amherst storage facility located approximately 50 miles from  
14 the Keene plant. This storage facility is partially shared between the Keene Division and  
15 EnergyNorth. In addition, the Company will arrange its standard trucking commitment  
16 with Northern Gas Transport, Inc. for transportation from this storage facility to the  
17 Keene plant. Further, the Company has contracted for CNG deliveries to provide service  
18 to a small section of its system. The firm trucking arrangement coupled with onsite CNG  
19 trailers are more than sufficient to meet the 7-day demand requirement for those  
20 customers being served exclusively by CNG for 2019/20 peak period.