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STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION

December 16, 2020- 11:48 a.m. DAY 3

[Remote Hearing conducted via Webex]

RE: DE 20-092  
ELECTRIC AND GAS UTILITIES:  
2021-2023 Triennial Energy  
Efficiency Plan

PRESENT:

Chairwoman Dianne Martin, Presiding  
Commissioner Kathryn M. Bailey  
  
Jody Carmody, Clerk  
Corinne Lemay, PUC Remote Hearing Host

APPEARANCES:

Reptg. Public Service Company of New  
Hampshire, d/b/a Eversource Energy::  
Jessica A. Chiavara, Esq.  
  
Reptg. Unitil Energy Systems, Inc. and  
Northern Utilities, Inc.:  
Patrick Taylor, Esq.  
  
Reptg. Liberty Utilities (Granite  
State Electric) and Liberty Utilities  
(EnergyNorth Natural Gas),  
d/b/a Liberty Utilities:  
Michael J. Sheehan, Esq.  
  
Reptg. N.H. Electric Cooperative, Inc.:  
Mark W. Dean, Esq.

COURT REPORTER: SUSAN J. ROBIDAS, N.H. LCR NO. 44

## 1 APPEARANCES: (Continued)

2

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Elijah D. Emerson, Esq. (Primmer...)  
4 Madeleine Mineau, Executive Director

5

Reptg. Conservation Law Foundation:  
6 Nick Krakoff, Esq.

6

7

Reptg. The Way Home:  
7 Raymond Burke, Esq. (N.H. Legal Asst.)

8

Reptg. Dept. of Environmental Services:  
8 Rebecca Ohler  
9 Christopher Skoglund

10

Reptg. Southern N.H. Services:  
10 Ryan Clouthier, Dir..)

11

12

Reptg. Residential Ratepayers:  
12 D. Maurice Kreis, Esq., Consumer Adv.  
13 Office of Consumer Advocate

13

14

Reptg. Commission Staff:  
14 Paul B. Dexter, Esq.  
15 Brian D. Buckley, Esq.

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## I N D E X

## SETTLING PARTIES WITNESS PANEL:

KATE W. PETERS  
 MARY A. DOWNES  
 CAROL M. WOODS  
 ERIC M. STANLEY  
 DAVID G. HILL  
 PHILIP H. MOSENTHAL

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18	Liberty Utilities Settlement Agreement Attachment A	Premarked
19	Record Request Response: 2021-2023 Electric and Gas Budget by Sector	Premarked
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## 1 P R O C E E D I N G S

2 CHAIRWOMAN MARTIN: We're here this  
3 morning to continue the hearing in Docket DE  
4 20-092 regarding the 2021 to 2023 Statewide  
5 Energy Efficiency Plan. We've already made  
6 the necessary findings to hold this as a  
7 remote hearing. I will remind everyone that  
8 if you have a problem during the hearing,  
9 please call (603)271-2431. And in the event  
10 the public is unable to access the hearing,  
11 the hearing will be adjourned and  
12 rescheduled.

13 Okay. We have to take a roll call  
14 attendance. My name is Dianne Martin. I am  
15 the Chairwoman of the Public Utilities  
16 Commission, and I am alone.

17 Commissioner Bailey.

18 COMMISSIONER BAILEY: Good morning,  
19 everyone. Commissioner Kathryn Bailey, and I  
20 am alone.

21 CHAIRWOMAN MARTIN: Okay. And  
22 appearances. Ms. Chiavara.

23 MS. CHIAVARA: Yes. Good morning.  
24 Jessica Chiavara, here for Public Service of

1 New Hampshire, doing business as Eversource  
2 Energy.

3 CHAIRWOMAN MARTIN: All right.  
4 Thank you.

5 And Mr. Sheehan.

6 MR. SHEEHAN: Good morning. Mike  
7 Sheehan for Liberty Utilities (Granite State  
8 Electric) and Liberty Utilities (EnergyNorth  
9 Natural Gas.) And I have one mechanical  
10 issue to raise with the Chair after we go  
11 through appearances.

12 CHAIRWOMAN MARTIN: Okay. Thank  
13 you. Just remind me.

14 And do we have Mr. Epler today  
15 instead of Mr. Taylor?

16 MR. EPLER: Yes, you do, Madam  
17 Chair. Thank you for recognizing me. I'm  
18 Gary Epler, appearing on behalf of Unitil  
19 Energy Systems and Northern Utilities. Thank  
20 you very much. And if I may add, when Mr. --  
21 (connectivity issue)

22 CHAIRWOMAN MARTIN: Mr. Epler,  
23 you're having audio issues, and I don't think  
24 we heard any of the last thing you said.

1 MR. EPLER: Oh, my apologies. Can  
2 you hear me now?

3 CHAIRWOMAN MARTIN: Not really. Go  
4 ahead and keep trying. We'll see if it  
5 gets --

6 MR. EPLER: How about now?

7 CHAIRWOMAN MARTIN: Yes.

8 MR. EPLER: All right. I'm not  
9 sure what you didn't hear. So, Gary Epler,  
10 appearing on behalf of Unitil Energy Systems  
11 and Northern Utilities. And I am sitting in  
12 for Attorney Patrick Taylor. He should  
13 return later this afternoon. Thank you very  
14 much.

15 CHAIRWOMAN MARTIN: Okay. Thank  
16 you. Loud and clear now.

17 All right. And Mr. Dean.

18 MR. DEAN: Good morning. Mark  
19 Dean, on behalf of New Hampshire Electric  
20 Cooperative.

21 CHAIRWOMAN MARTIN: Thank you.

22 And Mr. Kreis.

23 MR. KREIS: Good morning,  
24 everybody. I'm Don Kreis, the Consumer

1 Advocate, here on behalf of residential  
2 utility customers. Sorry to be wearing my  
3 down vest, it's so formal an occasion. But I  
4 happen to be in a place that could use some  
5 weatherization.

6 CHAIRWOMAN MARTIN: No worries.

7 Okay. And I don't think I see  
8 anyone from DES with us today. If you are  
9 here, just speak out.

10 MR. DEXTER: Madam Chair, DES is  
11 present and volunteered to be demoted to the  
12 attendee pool because they weren't planning  
13 to speak. That was Chris Skoglund that made  
14 that statement prior to the Commissioners  
15 entering the room.

16 CHAIRWOMAN MARTIN: Okay. Thank  
17 you for that. And thank you to Mr. Skoglund  
18 for being willing to do that. I definitely  
19 appreciate it.

20 Okay. Mr. Emerson.

21 MR. EMERSON: Thank you, Madam  
22 Chairwoman. This is Eli Emerson from  
23 Primmer, Piper, Eggleston & Cramer, on behalf  
24 of Clean Energy New Hampshire.



1 CHAIRWOMAN MARTIN: And Mr.  
2 Krakoff.

3 MR. KRAKOFF: Chairwoman, Nick  
4 Krakoff from Conservation Law Foundation.

5 CHAIRWOMAN MARTIN: All right. And  
6 Mr. Burke.

7 MR. BURKE: Thank you, Madam  
8 Chairwoman. And good afternoon, everyone.  
9 Raymond Burke from New Hampshire Legal  
10 Assistance, appearing on behalf of The Way  
11 Home. Thank you.

12 CHAIRWOMAN MARTIN: Thank you. And  
13 Mr. Clouthier.

14 MR. CLOUTHIER: Thank you, Madam  
15 Chairman -- Chairwoman. This is Ryan  
16 Clouthier, on behalf of Southern New  
17 Hampshire Services.

18 CHAIRWOMAN MARTIN: Thank you.  
19 And Mr. Dexter.

20 MR. DEXTER: Good morning. Paul  
21 Dexter and Brian Buckley appearing on behalf  
22 of the Commission Staff.

23 CHAIRWOMAN MARTIN: All right. Is  
24 there anyone who has not put in their

1 appearance?

2 [No verbal response]

3 CHAIRWOMAN MARTIN: Is it Mr.  
4 Koester? Are you speaking? I can't hear you  
5 if you're speaking to me.

6 MR. DEXTER: Madam Chair, I will  
7 note that Stefan Koester is associated with  
8 the Acadia Center, who is an intervenor in  
9 this proceeding.

10 CHAIRWOMAN MARTIN: Okay. Ms.  
11 Lemay, any suggestions on getting his audio  
12 working, if you're still with us?

13 [No verbal response]

14 CHAIRWOMAN MARTIN: Mr. Koester, I  
15 still can't hear you. Do you have another  
16 way to connect by audio?

17 Let's go off the record for a  
18 moment, Ms. Robidas.

19 (Pause in proceedings)

20 CHAIRWOMAN MARTIN: Would you like  
21 to put in your appearance, who you're here  
22 for?

23 MR. KOESTER: Yes. Stefan Koester,  
24 policy analyst with the Acadia Center.

1 CHAIRWOMAN MARTIN: All right.

2 Thank you and welcome.

3 Okay. Public comments.

4 Ms. Lemay, I think we just lost you  
5 again. I don't know if you can hear me.

6 (Pause in proceedings)

7 CHAIRWOMAN MARTIN: If we didn't  
8 get Mr. Koester on the record, I would like  
9 to have his appearance on the record. Shall  
10 we have him restate?

11 Mr. Koester, would you restate your  
12 appearance? Can you hear me, Mr. Koester?

13 MR. KOESTER: Stefan Koester with  
14 the Acadia Center.

15 CHAIRWOMAN MARTIN: Thank you.

16 MR. KOESTER: Thank you.

17 Okay. And Ms. Lemay -- Ms.  
18 Carmody, do you know if she's having  
19 technical issues?

20 MS. CARMODY: I don't believe she  
21 is. And I've just asked her to please stay  
22 on.

23 CHAIRWOMAN MARTIN: Okay. Do you  
24 know if we have anyone who wanted to make

1 public comment this morning?

2 MS. CARMODY: I don't believe so,  
3 no.

4 CHAIRWOMAN MARTIN: Okay. Thank  
5 you.

6 All right. Any preliminary issues  
7 before we go back to the witnesses?

8 MR. DEXTER: Madam Chairwoman, I  
9 have two preliminary issues I'd like to  
10 raise. I don't think either of them will  
11 take much time.

12 CHAIRWOMAN MARTIN: Okay. Go right  
13 ahead.

14 MR. DEXTER: Thank you. I may have  
15 sowed some confusion as to the Utilities'  
16 exhibit numbers within the PUC clerk's  
17 office, and potentially the Commissioners'  
18 office, based on some e-mails that were  
19 circulating trying to identify the exhibits.  
20 So I just want to take a moment to identify  
21 what Exhibits 17 through 20 are.

22 CHAIRWOMAN MARTIN: Okay. Why  
23 don't I tell you what I think they are, and  
24 you can tell me if I have it right.

1 MR. DEXTER: Okay.

2 CHAIRWOMAN MARTIN: I have  
3 Exhibit 17 was the Unutil updated H3.  
4 Exhibit 18 contains the corrections to the  
5 Tebbetts testimony filed by Liberty. And  
6 Exhibit 19 is the utilities' response to the  
7 record request. Is that what you have?

8 MR. DEXTER: Yes, that is. And I  
9 believe there's now an Exhibit 20 as well,  
10 which I have as the New Hampshire Electric  
11 Cooperative's corrected schedule indicating  
12 that 20 percent of the SBC funds were  
13 allocated to the income-eligible program.

14 CHAIRWOMAN MARTIN: Can you repeat  
15 that for me, Mr. Dexter?

16 MR. DEXTER: Yes. I believe it was  
17 filed yesterday as Exhibit 20, although I'm  
18 not sure of the exhibit number. But I  
19 believe it would be Exhibit 20. Maybe  
20 Mr. Dean could address it. It was his  
21 filing.

22 MR. DEAN: Yes, it should be marked  
23 as Exhibit 20. And it's titled "New  
24 Hampshire Electric Cooperative Correction to

1 the NHES-Specific Portion of Utilities'  
2 Response to TS 1-006," which is Exhibit 32,  
3 and it's a one-page document.

4 CHAIRWOMAN MARTIN: Okay. Any  
5 other changes to exhibits?

6 (Exhibits 17-20 premarked for  
7 identification.)

8 [No verbal response]

9 CHAIRWOMAN MARTIN: All right. Mr.  
10 Dexter, you had two issues?

11 MR. DEXTER: I did, but I realize  
12 my second issue pertains to the rates panel,  
13 so I think I'll wait and raise it at that  
14 time. That makes more sense.

15 CHAIRWOMAN MARTIN: Okay. And I  
16 know we had discussions about scheduling. Is  
17 there consensus among the parties at this  
18 point as to availability for days, additional  
19 days? Mr. Dexter, perhaps you could speak to  
20 that.

21 MR. DEXTER: Yes. We were asked  
22 to -- Staff was asked to ask about Wednesday,  
23 adding the two hours, which obviously we did,  
24 Thursday and Monday. And we were not able to

1 have all parties available on Thursday. I  
2 believe all parties are available on Monday.  
3 I got a bunch of e-mails today, and I think I  
4 heard from everyone. So I believe we are  
5 available Monday from 9 to 3 p.m.

6 CHAIRWOMAN MARTIN: Okay. Does  
7 anybody want to be heard on the scheduling  
8 piece?

9 [No verbal response]

10 CHAIRWOMAN MARTIN: All right.  
11 Then I will see you all on Monday as well.

12 Okay. Anything else before we go  
13 to the witnesses?

14 [No verbal response]

15 CHAIRWOMAN MARTIN: Let's go back  
16 to the Settling Parties Panel. And I'll  
17 remind the witnesses in the panel that they  
18 remain under oath.

19 Mr. Dexter, you had some additional  
20 questions?

21 MR. DEXTER: I do. And thank you  
22 for the opportunity.

23 (Whereupon the Settling Parties Panel  
24 was recalled to the stand, consisting

1 of KATE W. PETERS, MARY A. DOWNES, CAROL  
2 M. WOODS, ERIC M. STANLEY, DAVID G.  
3 HILL, PHILIP H. MOSENTHAL.)

4  
5 KATE W. PETERS, PREVIOUSLY SWORN  
6 MARY A. DOWNES, PREVIOUSLY SWORN  
7 CAROL M. WOODS, PREVIOUSLY SWORN  
8 ERIC M. STANLEY, PREVIOUSLY SWORN  
9 DAVID G. HILL, PREVIOUSLY SWORN  
10 PHILIP H. MOSENTHAL, PREVIOUSLY SWORN

11 CROSS-EXAMINATION (Cont'd)

12 BY MR. DEXTER:

13 Q. When we left off on Monday, I had asked the  
14 utilities about whether or not they expected  
15 to meet the performance incentive threshold  
16 we had been talking about for 2020. And I  
17 believe several of the utilities indicated  
18 that 2020 is not over yet, but they are  
19 taking actions in 2020 with respect to trying  
20 to meet those thresholds and savings goals.  
21 And I would like to ask the panel if they  
22 would please describe for the Commission, in  
23 a little more detail, what those actions are  
24 that they're taking.

A. (Peters) I can go first. So, for 2020, many  
of the actions that we're taking are the same



1 actions that we typically take to --  
2 (connectivity issue)

3 CHAIRWOMAN MARTIN: Ms. Peters --  
4 A. (Peters) -- as I noted the other day --

5 CHAIRWOMAN MARTIN: Ms. Peters, can  
6 you hear me?

7 WITNESS PETERS: I can.

8 CHAIRWOMAN MARTIN: You're having a  
9 lag, so we can't hear your audio very well.

10 WITNESS PETERS: Oh, dear.

11 CHAIRWOMAN MARTIN: Ms. Lemay, any  
12 suggestions?

13 MS. LEMAY: The other thing I would  
14 try is I see a couple people -- or Mr.  
15 Koester is not muted. I don't know if he can  
16 do that with his phone. It sounds like it's  
17 bandwidth, that's why it's very choppy like  
18 that.

19 CHAIRWOMAN MARTIN: Go off the  
20 record for a second.

21 (Pause in proceedings)

22 CHAIRWOMAN MARTIN: Back on the  
23 record.

24 A. (Peters) Okay. Mr. Dexter had asked about

1 actions that we're taking in 2020 to achieve  
2 the goals. They are similar types of actions  
3 that we take every year to achieve the goals.  
4 2020 has provided some additional challenges  
5 related to the pandemic. Earlier this year  
6 we notified the Commission of some incentive  
7 changes that we were making in order to  
8 jump-start the programs after a pause that we  
9 had to take. So we have been reaching out to  
10 customers utilizing those increased  
11 incentives, and working with our vendor  
12 networks, with all of our staff, with our  
13 account executives, you know, and trying to  
14 bring on and to close projects.

15 At this point in the year, we're not  
16 really bringing on new projects that we'll  
17 finish in 2020, but we are working very hard  
18 with the vendors and the customers to confirm  
19 timelines and try to assure that as many of  
20 the projects as possible actually complete  
21 and close this month. December is a very  
22 significant month for closing things out and  
23 tieing up details and making sure that we  
24 count those projects in this year. So those

1 are the high levels of activity that we are  
2 undertaking right now to try and cross those  
3 thresholds.

4 Q. Thank you.

5 Yes, Mr. Stanley. I want to ask a  
6 follow-up, and then I'll -- really, it's not  
7 up to me. It's up to the Chair. But I would  
8 propose to ask a follow-up and then have the  
9 other utilities weigh in.

10 CHAIRWOMAN MARTIN: However you  
11 would like to proceed, as long as you  
12 recognize Mr. Stanley at some point is fine.

13 MR. DEXTER: Thank you.

14 BY MR. DEXTER:

15 Q. Just a quick follow-up. When you mentioned  
16 adjusting the incentives again, I want to  
17 make sure, because "incentives" gets used in  
18 different ways. You were referring in your  
19 answer, Ms. Peters, to the 90-plus percent  
20 rebates offered to residential customers in  
21 that instance; correct?

22 A. (Peters) So that's one of them, yes. So  
23 "rebates" maybe instead of incentives. We  
24 also have rebates for our commercial

1 customers. And we have taken an approach  
2 where we are, in some cases, offering higher  
3 than typical rebates to those customers this  
4 year as well in order to move forward with  
5 projects for 2020.

6 Q. Thank you.

7 And yes, now I would welcome answers  
8 from the other utilities as well.

9 [Court Reporter interrupts.]

10 A. (Stanley) Okay. Thank you. To build off  
11 what Ms. Peters highlighted earlier, in  
12 addition to what she mentioned, Liberty and  
13 the other utilities, we've deployed a number  
14 of special campaigns and outreach to  
15 customers, whether it's doing limited-time  
16 promotions, increase in our level of outreach  
17 to specific customers, there's been a variety  
18 of different engagement efforts that we've  
19 been deploying since we were able to reopen  
20 our programs back in late spring/early summer  
21 to work with our customers and generate  
22 activities. So there's been a variety of  
23 different measures. Each program has had a  
24 different approach to a different degree.

1           Certainly larger incentives have played a  
2           role across the board. But in general, those  
3           are some of the different things we've been  
4           doing consistently since, again, since about  
5           the May-June time period.

6       A.     (Downes) So, Mary Downes from Unitil. I  
7           don't really have anything to add. We expect  
8           to be able to reach at least threshold on our  
9           metrics for 2020 with extra effort, of  
10          course, given COVID. But we expect to make  
11          our threshold.

12      A.     (Woods) And this is Carol Woods from New  
13          Hampshire Electric Co-op. I don't think we  
14          have anything to add to what the other  
15          utilities have said. We are also reaching  
16          out to our members, working with our account  
17          executives and our contractors. We have  
18          offered some special promotions, and we are  
19          striving to get as many projects completed by  
20          the end of the year as we can.

21      Q.     Thank you. So I'd like to move now to  
22          Exhibit 2, Attachment M, which starts on  
23          Bates Page 706. And my first few questions  
24          will actually go to Bates Page 707, which has

1 a couple of charts on it. And I would ask  
2 the witnesses, when they get there, to please  
3 explain in general terms what these charts  
4 represent, the first two charts, which deal  
5 with Eversource residential customers.

6 A. (Stanley) So this is Eric Stanley. I can  
7 speak to the coloring of the charts that are  
8 depicted on Page 707. So the yellow bars  
9 that are shown here in the topmost graph on  
10 Bates Page 707 are reflecting the modeled  
11 effects of the system benefits charge. The  
12 red bars are showing the modeled effects of  
13 lost revenue. The greenish-brown bars are  
14 showing the modeled effects of avoided costs.  
15 And the black dotted line is depicting the  
16 net effects of all components together. And  
17 the time -- well, the time horizon here is  
18 essentially showing the effects of these  
19 various charges over the life of the various  
20 efficiency measures modeled in the program.

21 Q. And it's hard for me to read that bottom  
22 scale. Could you indicate what the average  
23 life of the measures is in this Eversource  
24 electric residential graph?

1 A. (Stanley) The time period here, from my  
2 visual, is from 2021 through 2035, so about a  
3 14-year time period.

4 Q. Thanks. And the chart below it, could you  
5 explain what the blue bars represent on that  
6 chart?

7 A. (Stanley) Sure. So the various categories  
8 here, which are all in blue, are depicting  
9 four different hypothetical customer  
10 scenarios. So the far left bar is depicting  
11 a hypothetical non-participant scenario. The  
12 two bars to the farther right is a  
13 low-savings participant hypothetical  
14 scenario, a high-savings participant  
15 hypothetical scenario. And then in the  
16 middle, or middle left, the average customer  
17 column is a blend of the non-participants and  
18 low- and high-savings participants scenario.

19 Q. And this is designed, the blue bar, to net  
20 out the effects of the yellow, red and green  
21 up above; is that right? In other words,  
22 this is to sort of net all that together and  
23 see what the overall impact is on these  
24 hypothetical customers over the 14-year

1 lives; is that right?

2 A. (Stanley) In terms of the modeled effect of  
3 the projected revenue requirement change to  
4 the companies, and for these particular  
5 graphs, for the top two, for a residential  
6 Eversource customer.

7 Q. So would it be fair to say, then, that based  
8 on the blue bar chart for Eversource  
9 residential customers, that the first three  
10 categories -- non-participant, average and  
11 low-savings participant -- that when all is  
12 said and done, and the programs are  
13 implemented over the 14-year period, they  
14 will experience what I would characterize as  
15 less than 1 percent increases in their bills?  
16 Is that right?

17 A. (Stanley) Yes, that's correct.

18 Q. And the --

19 A. (Stanley) My apologies. Go ahead.

20 Q. Go ahead.

21 A. (Stanley) No.

22 Q. And the high-savings participants will  
23 experience decreases in their bills again  
24 over that 14-year period. Do I understand



1           that right?

2    A.    (Stanley) That's correct.

3    Q.    Is it correct that the modeling assumptions  
4           behind these graphs assume that the avoided  
5           cost benefits resulting from these programs  
6           are realized and recognized by the  
7           residential customers each year as they  
8           happen?

9    A.    (Stanley) They're recognized over the life of  
10           the measures installed, for whatever measures  
11           the customers do install.

12   Q.    But is it true that if costs are avoided, say  
13           in year four, this model assumes that those  
14           savings, those avoided cost savings enure to  
15           the benefit of those customers in year four,  
16           or year five maybe?

17   A.    (Stanley) That's correct.  It's depicting the  
18           results of the impact to the customer over  
19           time.

20   Q.    And isn't it also correct, at least with  
21           respect to distribution savings, that in  
22           practicality, distribution reductions, cost  
23           reductions, would only be sent back to  
24           customers during rate proceedings,

1 rate-setting cases?

2 A. (Stanley) I am not a rates expert in that  
3 regard, so I couldn't answer yes or no.

4 Q. Can anyone else on the panel answer that  
5 question?

6 A. (Downes) This is Mary. I think it's  
7 important to give some context to  
8 Attachment M that we're looking at here.  
9 This is looking at illustrative impacts in a  
10 way that's a little bit different than the  
11 way that the utilities have typically  
12 provided bill impacts, and it's to take into  
13 account the long-term benefits that are  
14 realized by all customers. And, again, I'm  
15 not actually answering the question you asked  
16 and that Eric was attempting to answer. And  
17 I think it may be appropriate for the rates  
18 panel to look at that. But contextually,  
19 this was another illustrative way of looking  
20 at the long-term benefits of the programs to  
21 customers at different -- you know, both  
22 participants and non-participants.

23 Q. And on Page 706, there's some text that  
24 describes what makes up a high-savings

1 participant; correct?

2 A. (Stanley) That is correct.

3 Q. And I won't take time to read that into the  
4 record. We can all look at that.

5 I want to look at Bates 708 for a  
6 minute. And I believe I'm still on  
7 Eversource. But my understanding is that 708  
8 depicts the same two graphs for Eversource's  
9 small C&I customers and Eversource's large  
10 C&I customers. Is that right?

11 A. (Stanley) That's correct.

12 Q. And then the --

13 A. (Stanley) Or I should say -- I apologize.  
14 It's depicting, again, a hypothetical example  
15 of a small customer versus a large customer  
16 in the scenarios that are depicted or  
17 described on Bates Page 706 that showed the  
18 descriptions of what a high-savings or  
19 low-savings participant could be.

20 Q. Yes. And in each of these instances, the  
21 high-savings participant sees the largest  
22 bill savings over the life of the measure; is  
23 that right?

24 A. (Stanley) Yes, that's correct.

1 Q. And the life of the measure seems to have  
2 extended maybe one more year for the large  
3 C&I customers, out to 2036. So, 15 years; is  
4 that right?

5 A. (Stanley) Give or take, yes. It's again  
6 reflective of the projected measure life  
7 assumptions from the Plan; so the measure  
8 mix, which could be different compared to  
9 between sectors, between the residential  
10 sector and the commercial and industrial  
11 sector.

12 Q. Yeah. And in this instance, it appears to be  
13 quite close. I think you had said 14 years  
14 for the residential customers, and now it  
15 looks to me like 15 years for the large C&I  
16 customers; is that right?

17 A. (Stanley) That's what I'm reading from the  
18 graph.

19 Q. Okay. So I wanted to talk about -- because  
20 to me this graph demonstrates that  
21 participation is important in order to  
22 achieve bill savings. I wanted to talk for a  
23 minute about participation rates. And I  
24 wanted to ask the panel about a few numbers

1           that I found in the record concerning  
2           participation and try to get this into some  
3           context.

4           So I'd like to go, first of all, to  
5           Exhibit 2, Bates 353. And this is a schedule  
6           entitled "New Hampshire Saves Electric  
7           Programs 2021 Utility Goals by Program." And  
8           this has all four companies listed. I just  
9           wanted to focus for a minute on the  
10          Eversource Large Business Energy Solution  
11          category, which is about halfway down the  
12          page, and Eversource is about halfway in the  
13          middle of the chart. So I'm basically  
14          looking almost at the bull's eye of this  
15          square chart. And it says that 1,355  
16          participants are expected in the large C&I  
17          program. Am I reading that right?

18        A.     (Peters) Yes, Paul, you are.

19        Q.     And that's just for 2021; correct?

20        A.     (Peters) Yes.

21        Q.     Is that 1,355 individual customers, or could  
22          a customer be a participant more than once?

23        A.     (Peters) I believe the way we do the  
24          modeling, we try to identify participants as

1 customers doing projects. So, for instance,  
2 if there were multiple light bulbs or steam  
3 traps or something like that being done in a  
4 project, we wouldn't count every steam trap  
5 as a participant; we would count the customer  
6 as a participant. It is a little difficult  
7 in planning to parse out exactly how many  
8 customer participants you will get or the  
9 number of measures that will be installed.  
10 When we report the actuals, it's a lot easier  
11 to determine, because then we know how many  
12 steam traps each individual project may have  
13 installed. So there's some estimating there.  
14 But the attempt is to identify, for planning  
15 purposes, the number of participants, which  
16 is typically kind of a customer project  
17 that's implemented.

18 Q. So I think I understood that to say that if a  
19 customer installed a steam trap, whatever  
20 that is, and some light bulbs, that they  
21 would be two participants, not one  
22 participant; is that right?

23 A. (Peters) I believe the attempt in the  
24 modeling with these numbers is to count them

1 as one participant here. But again, the  
2 modeling is really a projection of the number  
3 of measures that we're trying to do, and then  
4 we're trying to roll that up into estimated  
5 participant number for these charts.

6 Q. Okay. So if we could, quickly, let's look at  
7 Bates 368, which also deals with a number of  
8 participants. And if I understand, this is  
9 the same schedule, but this encompasses all  
10 three years; is that right?

11 A. (Peters) Yes, that's right.

12 Q. And again, trying to get to this question  
13 about whether participants include more than  
14 one installation, if I look at the number of  
15 participants for the municipal program, which  
16 is about two thirds of the way down the page,  
17 and if I go over to Liberty, which is the  
18 second column, I see 279 participants. And  
19 my quick count indicates that Liberty serves  
20 about maybe 30 towns, cities and towns. And  
21 so I would ask if Liberty could explain the  
22 279 participants that are listed in this  
23 schedule.

24 A. (Stanley) Sure. So the counts that you're

1 asking about reflect for Liberty, and I  
2 believe this is also the case for the  
3 utilities, they reflect unique project  
4 applications. So your question earlier of  
5 could a customer have -- you know, appear  
6 multiple times within these numbers, the  
7 answer is yes, if they have multiple unique  
8 applications submitted. So one project could  
9 have a wide variety of the measures which are  
10 all reflected into one application. That  
11 could be reflected as one. It also could be  
12 a customer could do one specific measure,  
13 let's say a heating system replacement for a  
14 municipal customer. That comes on its own as  
15 one application, and that's also counted as  
16 one. So that's what's reflected in the  
17 numbers for Liberty.

18 A. (Downes) And I would --

19 A. (Stanley) And it's depicted in the detail,  
20 the attachment. It escapes me, off the top  
21 of my head, what that attachment is in the  
22 Plan that shows the measure-by-measure plans,  
23 quantities and assumptions across each  
24 program. So it can show you clearly what



1 makes up the 279 quantity for the Liberty  
2 Electric municipal group.

3 A. (Downes) I would also add that a municipality  
4 could have two dozen accounts with one of the  
5 utilities, representing different buildings,  
6 street light projects, wastewater treatment  
7 plant. We also serve the school districts  
8 through our municipal program, and they have  
9 multiple buildings in a particular town. So  
10 the number of municipalities is not  
11 necessarily the correct denominator in terms  
12 of who is served; it would more be the number  
13 of accounts.

14 Q. Thank you for raising that, because that was  
15 my next question, because I tend to think of  
16 Granite State Electric and Unitil Electric as  
17 somewhat comparable in size. And I was next  
18 going to ask Unitil about the 33 municipal  
19 projects they have listed on Bates 368 and  
20 ask the same question: Would that indicate  
21 33 municipalities or something other than  
22 that?

23 A. (Downes) I think that the level of detail  
24 you're looking at here, Mr. Dexter, is not

1 the -- it's not how we have necessarily  
2 planned our programs. The number of  
3 participants is really a function of the  
4 modeling. And I think Ms. Peters was getting  
5 to this earlier. So we are more focused on  
6 the savings that can be realized from the  
7 measures that we're planning. And at least  
8 for Unitil, we're less focused on getting the  
9 absolute number of participants, you know,  
10 consistent with each other or prior years.  
11 So when we report, we certainly do pay  
12 attention to that in our reporting, based on  
13 a project level, but I'm not sure that the  
14 level of attention that's being given to it  
15 was met with the level of attention that was  
16 given to it when we planned. What you are --  
17 the investigation -- the questions that  
18 you're asking now are more detailed than we  
19 have ever, you know, been asked about before.  
20 So I think that for Unitil, the 33 may  
21 represent something different than what  
22 Liberty put together for 279, in terms of how  
23 they're being counted.

24 A. (Woods) And this is Carol Woods. I just --

1           one other thing about the municipal program  
2           is that the budget is set as it's funded by  
3           RGGI funding, which came through the  
4           legislature. And so that particular program,  
5           a municipal member or customer also can  
6           participate in the other business programs,  
7           small or large. So that planned number for  
8           the municipal program isn't necessarily  
9           reflective of what the activity will be in  
10          that program, because once that budget is  
11          exhausted, those municipal members and  
12          customers can participate in the large  
13          business or small business program.

14                   MR. DEXTER: Okay. That's all the  
15                   questions I have for this panel. I wanted to  
16                   give Attorney Buckley an opportunity to make  
17                   sure that he didn't have anything to add  
18                   before we concluded our cross-examination of  
19                   this panel.

20                   MR. BUCKLEY: Nothing to add on my  
21                   end.

22                   MR. DEXTER: Thank you. That  
23                   completes Staff's questions of this panel.

24                   CHAIRWOMAN MARTIN: Thank you, Mr.

1 Dexter.

2 Mr. Krakoff, would you like to go  
3 now?

4 MR. KRAKOFF: Yes. Thank you,  
5 Chairwoman.

6 CROSS-EXAMINATION

7 BY MR. KRAKOFF:

8 Q. These initial questions are mainly directed  
9 towards Ms. Peters. But to the extent the  
10 rest of the panel is able to answer, they're  
11 certainly welcome to chime in.

12 Good morning, or good afternoon,  
13 Ms. Peters. I guess it's afternoon. So I  
14 have two questions directed to you about how  
15 the Plan was developed that was filed with  
16 the Commission.

17 So could you please explain how the  
18 savings goals contained in the original Plan  
19 that was filed with the Commission back in  
20 September, how those were determined?

21 A. (Peters) Certainly. The savings goals were  
22 determined through the course of multiple  
23 conversations and months of iteration and  
24 discussion in the stakeholder process with

1 the EERS Committee and other entities that  
2 participated in those discussions, comments  
3 from the public, the consultant and so on.  
4 And those goals were arrived at through a  
5 narrowing of that conversation as it became  
6 clear through discussions what the priorities  
7 were of the stakeholders who were  
8 participating. And part of any EERS is  
9 setting a savings target and then determining  
10 how to do the plan and what the budgets are  
11 that are going to meet that savings target.  
12 So it was a really important part of the  
13 conversation. And there was a lot of  
14 discussion about it. And it was arrived at  
15 kind of in a more final form after the July  
16 draft of our Plan was submitted to the  
17 Committee. There was a lot of feedback on  
18 that July draft. And the utilities came back  
19 to the Committee after that feedback with a  
20 proposal for moving forward with a plan that  
21 would encompass the 5 percent and 3 percent  
22 savings targets that had kind of arisen as  
23 the ones that were the preferred targets of  
24 the group as a whole.

1 Q. And I think you said this already the other  
2 day, but do you remember when approximately  
3 the process started?

4 A. (Peters) I believe it was November of 2019  
5 that we had an initial EERS Committee meeting  
6 that kicked it off.

7 Q. So am I correct that the Commission -- or the  
8 Committee worked from November of 2019 until  
9 August of 2020 on this Plan?

10 A. (Peters) Yes, that's right.

11 Q. Okay. Now, you know, I'm not sure if you  
12 recall or if you know, so only answer if you  
13 do know. But the stakeholder process for the  
14 2021-2023 Plan, was that different in any  
15 respect from the stakeholder process for the  
16 2018-2020 Plan?

17 A. (Peters) The process for this Plan I think  
18 was a bit more comprehensive. We certainly  
19 spent a longer time on it. We had two drafts  
20 that ended up being submitted to the  
21 Committee due to some external factors. The  
22 process for the 2020 -- or 2018, I'm sorry,  
23 to 2020 Plan included a prior docket that set  
24 the stage for the EERS, and it was in that

1 prior docket that the savings targets were  
2 established. So the planning process had  
3 those savings targets as an input already as  
4 something that had been determined. In this  
5 planning process, we worked with the  
6 Committee and others to both develop the  
7 targets and to develop the Plan to achieve  
8 them within the same process.

9 Q. Okay. And I don't know if you know. Did the  
10 Commission issue an order making the EERS  
11 Committee the main stakeholder body  
12 responsible for developing the 2021-2023  
13 Plan?

14 A. (Peters) Yes. I believe it was the order for  
15 the original EERS indicated that the EESE  
16 Board would be the stakeholder body. And we  
17 discussed the more specific process for this  
18 Plan, I believe in the order that approved  
19 the 2019 update to the first three-year plan,  
20 where we laid out a little more specifically  
21 the timeline and the process for stakeholder  
22 discussions.

23 Q. So would it be fair to say that when, you  
24 know, the Committee was working in developing

1 the Plan, they were working pursuant to a  
2 Commission order that directed the Plan --  
3 that developed the Plan?

4 A. (Peters) Yes, I would agree with that.

5 Q. Now, approximately how many members are on  
6 this EERS Committee?

7 A. (Peters) I would have to count, but I would  
8 say 13 to 18.

9 Q. And in your opinion, did the Committee  
10 represent a diverse group of interests?

11 A. (Peters) It did. It was, I think,  
12 intentionally. The EESE Board represents a  
13 diverse group of interests as it was set up  
14 by the legislature. And the Committee is a  
15 piece of the EESE Board. It not only  
16 included EESE Board members, but also some  
17 additional members who wanted to join that  
18 committee and participate.

19 Q. And is BIA a member of this committee?

20 A. (Peters) Yes, they were.

21 Q. Now, you mentioned briefly a second ago about  
22 how the savings targets for the Plan were  
23 developed. And I think you said that the  
24 Committee -- or sorry -- the Utilities



1 received some feedback from the Committee  
2 members on the initial proposals that were  
3 submitted by the Utilities. And were most of  
4 the members -- you know, did most of the  
5 members of the Committee advocate in support  
6 of, you know, the more aggressive 5 percent  
7 and 3 percent savings targets?

8 A. (Peters) Yes. I would characterize it as  
9 "very strong feedback" that we received from  
10 the Committee. There were a number of  
11 members who submitted written feedback that  
12 are part of the Committee records and notes.  
13 We had a number of kind of members of the  
14 public call in to one of the feedback  
15 meetings that we had expressing support for  
16 higher savings targets. So that was a  
17 message that the Utilities received from  
18 members of the Committee and members of the  
19 public. I would say quite strongly that  
20 higher savings targets than we had proposed  
21 in the July draft were of quite significant  
22 importance.

23 Q. And so it would be fair to say that most of  
24 the comments from the public that you

1 received also supported stronger savings  
2 goals or targets?

3 A. (Peters) Yes, that's my recollection.

4 Q. Okay. So in response to the general feedback  
5 you received, you know, am I correct to say  
6 that the Utilities went back and revised  
7 their initial plan to account for those  
8 comments and to incorporate, you know, what  
9 most of the feedback was?

10 A. (Peters) We did. We went back and presented  
11 back to the Committee in response a series of  
12 adjustments that we proposed to make in order  
13 to increase the savings targets and adjust  
14 the Plan accordingly, in terms of budgets and  
15 rates and the performance incentive and some  
16 savings assumptions and many of the elements  
17 that we've been talking about. We presented  
18 that back to the Committee, got a positive  
19 vote of feedback from the Committee on that  
20 approach, and we then went into the more  
21 detailed work of actually doing the modeling  
22 and crafting of the final Plan that we  
23 submitted in September to achieve those  
24 savings targets.

1 Q. Now, you know, during the EERS Committee's  
2 work, you know, did it ever get contentious  
3 between some of the parties?

4 A. (Peters) Certainly. I think anytime you have  
5 a diverse group with, you know, multiple  
6 opinions, there's areas of contention or  
7 disagreement that you need to work through.

8 Q. But, you know, sort of based on your vantage  
9 point, would you say that the parties reached  
10 consensus in, you know, coming up with the  
11 Plan?

12 A. (Peters) I felt that we got strong consensus  
13 from the Committee on our approach after we  
14 received that feedback on the July Plan and  
15 were creating the path forward for the  
16 September Plan.

17 Q. Now, I think the other day you said that, you  
18 know, I don't think -- let me restate that.

19 I think you said the other day that, you  
20 know, when there was a vote on the Plan, the  
21 Utilities hadn't yet developed the full rate  
22 analysis for the Plan. Is that true?

23 A. (Peters) That is correct. You establish or  
24 project the rates once everything else is

1 finished. So you make sure you're working  
2 with the final savings and budget numbers.

3 Q. But it is true that for the July Plan you  
4 provided, the July draft, people provided  
5 estimates of the rates.

6 A. (Peters) We did. The July draft, as did the  
7 April draft, provided full budgets for the  
8 programs. And we did, at the request of  
9 participants -- I believe it was at the  
10 request of Staff initially -- but we provided  
11 to the Committee a set of kind of estimated  
12 rates for the July draft to the Committee so  
13 that they could have a sense of that impact.

14 Q. And I think the other day, you know, Mr.  
15 Dexter asked you some questions about, you  
16 know, what rates were presented before that  
17 final vote with the EERS Committee. But did  
18 the Utilities sort of provide, you know, a  
19 general estimate of the direction that rates  
20 would go, you know, in response to the  
21 changes that were made, you know, to the July  
22 Plan?

23 A. (Peters) Absolutely. I think we, in  
24 discussions with the Committee, tried to be

1 very clear that an increase in the savings  
2 targets of about 20 percent from the July  
3 draft up to that 5 percent and 3 percent --  
4 mostly the 5 percent we're talking about  
5 here -- would result in similar increases to  
6 budgets and to projected rates.

7 Q. And do you recall what the final vote was for  
8 the Plan with the EERS Committee?

9 A. (Peters) The Committee had a unanimous vote  
10 of the members that were there for that  
11 discussion about moving forward with the  
12 amended proposal from the Utilities.

13 Q. And at that time, did the BIA vote in favor  
14 of the Plan?

15 A. (Peters) They were part of that unanimous  
16 vote, yes.

17 Q. And then following the Committee vote, did  
18 the Plan -- was the Plan presented to the  
19 EESE Board?

20 A. (Peters) Yes, it was.

21 Q. And was there a vote of the EESE Board?

22 A. (Peters) Yes, there was.

23 Q. And do you recall if there was a -- what the  
24 final vote was of the EESE Board for the

1 Plan?

2 A. (Peters) It was, I believe, 11 to 2. But I  
3 would have to double-check the meeting  
4 minutes. But that is my recollection.

5 Q. Okay. And do you recall whether BIA voted  
6 for the Plan before the EESE Board?

7 A. (Peters) I don't believe BIA was present for  
8 the vote at the EESE Board.

9 Q. Okay. Now I want to shift gears a little bit  
10 here. I'm going to ask you some questions  
11 about Attachment M which Mr. Dexter asked  
12 questions on. So, you know, these questions  
13 are really directed more towards the whole  
14 panel, you know, so the whole panel should  
15 feel free to, you know, add anything, you  
16 know, that they feel necessary.

17 So looking back at Attachment M, which  
18 was Exhibit 2 -- and let me just find it  
19 quickly here. So looking at -- thank you  
20 very much for providing us an explanation of  
21 what these graphs mean, starting at  
22 Bates 707.

23 But could you please explain, you know,  
24 these blue graphs which are titled "Change in

1 Long-Term" --

2 [Court Reporter interrupts.]

3 A. (Krakoff) The title of these graphs, there's  
4 a series of them, is "Long-term Average  
5 Change in Bills Over the Life of the  
6 Measures."

7 So could you just please explain to us  
8 again what exactly that means.

9 A. (Peters) So as Mr. Stanley explained a little  
10 earlier, and I'll let him fill in here if  
11 needed, this model is looking at kind of the  
12 overall impact of the Plan on the revenue  
13 requirement and on a set of kind of average  
14 bills. And those bars indicate the long-term  
15 impact for those particular customer groups  
16 and those defined illustrative customer types  
17 there. They're not tied to kind of specific  
18 customer projects or savings in our Plan, but  
19 are more illustrative in terms of the types  
20 of customers that might participate and the  
21 average impact on their bills.

22 Q. Okay. So looking at that first bar graph  
23 with the blue bars, you know, could you  
24 please explain to me what it means, you know,

1 under the title "Non-participant" and it says  
2 "1 percent," you know, what that means in  
3 terms of bill impacts over the life of the  
4 measures in the Plan. You know, this is --  
5 sorry. This is for small commercial and  
6 industrial ratepayers. So this is on Bates  
7 Page 708, and it's the first graph with the  
8 blue bars there.

9 A. (Peters) Yup. So that would be saying that a  
10 non-participant would have a 1 percent  
11 increase in their long-term average bills  
12 over the life of the measure.

13 Q. Okay. So that's basically saying, just  
14 restating what you said, I think. But is  
15 that basically saying that for somebody that  
16 doesn't participate, you know, in the  
17 programs of the Plan, the average  
18 non-participant would see a 1 percent  
19 increase in their bills? Is that right?

20 A. (Peters) Yes.

21 Q. Okay. Now looking at the next bar over, you  
22 know, it says negative 1.5 percent for an  
23 average customer. Could you please explain  
24 what that means. And this is again for small



1 C&I customers.

2 A. (Peters) Yeah. In this model, my  
3 understanding is that an average customer is  
4 kind of a blend of the non-participants and  
5 participant. So I don't know if in real life  
6 that's possible. But numerically in the  
7 model, that's what the average customer is  
8 representing.

9 Q. Okay. So the negative 1.5 percent, what does  
10 that signify?

11 A. (Peters) That signifies a 1.5 percent  
12 reduction.

13 Q. Okay. And then moving over to the next line,  
14 it says this is for a low-savings participant  
15 and negative 1.4 percent. You know, just to  
16 speed things along a little bit, does that  
17 mean that for the low-savings participant,  
18 that the average small C&I customer is going  
19 to see a 1.5 percent decrease in their bills  
20 over the lifetime of the measures at issue?

21 A. (Peters) Yes, that's what the model is  
22 showing.

23 Q. Okay. And then going over to the  
24 high-savings participant on the same graph,

1           that shows a negative 8.4 percent; right?

2    A.   (Peters) Yes, it does.

3    Q.   And based on your, you know, previous  
4           explanation, would it be fair to say that  
5           that signifies, that their model signifies  
6           that for the lifetime of the measures for a  
7           small C&I customer, they're going to see --  
8           or a high-savings participant, they're going  
9           to see a 8.4 percent decrease in savings --  
10          in bills?

11   A.   (Peters) Yes, that's correct. We always say  
12          the best way to have a positive impact on  
13          your bill is to participate in energy  
14          efficiency programs. And we are actively  
15          reaching out and encouraging customers to  
16          participate. We have offerings. We have  
17          kind of a whole suite of offerings that allow  
18          for many levels of participation. And our  
19          goal is to really help as many New Hampshire  
20          customers as we possibly can to participate  
21          in the programs and save money on their  
22          energy bills.

23   Q.   Okay. And then moving down on that same  
24          page, we're still on Bates 708. I'll just

1 ask you similar questions about the large C&I  
2 customers for Eversource.

3 So looking at non-participants, it says  
4 negative .1 percent. So does that mean that  
5 even for the average non-participant, they're  
6 still going to see bill decreases over the  
7 lifetime of the measures at issue?

8 A. (Peters) That's correct, because the model is  
9 showing an overall reduction in the revenue  
10 requirement over the course of the measure  
11 lives, that even non-participants in that  
12 sector would see a bill reduction.

13 Q. Okay. And then turning over to the average  
14 customer, it says negative 5.2 percent. You  
15 know, does that mean that over the lifetime  
16 of these measures, the average large C&I  
17 Eversource customer is going to see a  
18 5.2 percent decrease in their bills?

19 A. (Peters) That's what the model is showing.

20 Q. Okay. And then finally looking at  
21 high-savings participants, does the model  
22 show a 9.8 percent decrease for large C&I  
23 customers over the lifetime of the measures  
24 at issue?

1 A. (Peters) Yes, it does.

2 MR. KRAKOFF: Okay. Commissioners,  
3 I have no further questions at this time.

4 CHAIRWOMAN MARTIN: Thank you, Mr.  
5 Krakoff.

6 Commissioner Bailey.

7 COMMISSIONER BAILEY: Thank you.

8 INTERROGATORIES BY COMMISSIONERS:

9 BY COMMISSIONER BAILEY:

10 Q. Good afternoon. Mr. Mosenthal, I'd like to  
11 start with you, please.

12 A. (Mosenthal) Okay.

13 Q. I've just got to find my page. Okay.

14 Do you know what the monthly rate impact  
15 for an Eversource residential customer using  
16 600 kilowatt hours a month is for each year  
17 in the Plan, assuming the system benefits  
18 charges are approved?

19 A. (Mosenthal) I'm not recalling it, off the top  
20 of my head. But I believe I did provide that  
21 when I talked about what it would take to  
22 offset the costs. I'm looking now. For some  
23 reason, I believe it was \$43 a year, about.  
24 So...

1 Q. In which year? First year, 2021?

2 A. (Mosenthal) No, I believe that was 2023. I  
3 believe that was the highest.

4 Q. Does the rate -- I'm sorry. Does the SBC  
5 rate go to about a penny per kilowatt hour  
6 for residential customers?

7 A. (Mosenthal) Yes. A little bit higher I think  
8 for Eversource. But close to a penny.

9 Q. Okay. So if it's one cent, and the average  
10 customer has 600 kilowatt hours, that's about  
11 \$6 a month, which would be about \$72 a year.

12 A. (Mosenthal) Yeah, that would make sense. I  
13 think what I was talking about in my  
14 testimony was the increase in the SBC, not  
15 the entire SBC; so comparing it to 2020,  
16 which I think I had a lower number.

17 Q. Thank you. That's helpful.

18 Do you think that that increase is  
19 reasonable?

20 A. (Mosenthal) I think that it is. You know, a  
21 couple of things I should point out. You  
22 know, that's the non-participants. And the  
23 residential programs in particular, you know,  
24 they have upstream lighting and other

1 upstream programs that the majority of  
2 customers are likely to participate in. And,  
3 you know, I think to the extent you want to  
4 treat more customers and have less  
5 non-participants, you really need to increase  
6 budgets and have more aggressive programs.  
7 But I think it's a reasonable trade-off for  
8 non-participants to have, you know, that  
9 level of increase. I think I show that  
10 buying three light bulbs would be enough to  
11 offset the increase from the 2020 SBC.

12 Q. And can you tell me again what an "upstream  
13 program" is?

14 A. (Mosenthal) Sure. So, for example, if you go  
15 to Home Depot or your local hardware store,  
16 let's say, to buy a new lightbulb, they will  
17 have LED light bulbs on the shelf that are  
18 efficient at reduced cost because the  
19 utilities are basically providing a rebate to  
20 buy down the retail price of those light  
21 bulbs. They're simply giving that rebate to  
22 the retailers upstream as opposed to the  
23 customers directly. So many customers may  
24 not even know they are participating in that

1 program.

2 And I think I pointed out in my  
3 testimony that Nova Scotia, who also runs a  
4 similar program, estimates that by the end of  
5 this year they will have reached 100 percent  
6 of their residential customers that will have  
7 participated in some form or fashion in their  
8 programs.

9 Q. Because they bought a light bulb at Home  
10 Depot that was subsidized --

11 A. (Mosenthal) Partly because they bought a  
12 lightbulb. And hopefully, as many as can,  
13 did comprehensive weatherization and other  
14 improvements. But those are a lot more  
15 expensive and, you know, you can only do so  
16 much with the current budgets.

17 Q. Okay. Can you look at Attachment M,  
18 Exhibit 2, Page 707?

19 A. (Mosenthal) Yes.

20 Q. And I'm looking at the residential long-term  
21 average change in bills.

22 A. (Mosenthal) Yup.

23 Q. For non-participants there's a slight  
24 increase in cost.

1 A. (Mosenthal) Yes, that's what that graph  
2 shows.

3 Q. And there's a slight increase for the average  
4 customer and low-savings participants?

5 A. (Mosenthal) That is true, that the graph  
6 shows that. And what I point out in my  
7 rebuttal testimony is that this is really  
8 only looking at the cost compared only to  
9 electric consumption. And I think 75 percent  
10 of the benefits to residential customers are  
11 coming from unregulated fuel savings in the  
12 electric programs. So, in fact, the average  
13 customer and low-savings participant customer  
14 will see bill decreases in terms of their  
15 total cost of energy services. It's just  
16 going to look like less of a slight increase  
17 on the electric side if you don't count those  
18 savings.

19 Q. Is there a way to measure those savings?

20 A. (Mosenthal) Yes. They are estimated in the  
21 Plan and in the BC models. And I actually  
22 did the analysis to see how large they are,  
23 and they're about \$150 million in benefits --  
24 or in, you know, retail savings based on the



1 average price, according to the State of New  
2 Hampshire, for oil and propane, which  
3 compares to about \$90 million in electric  
4 bill savings. So that's why it's actually  
5 quite a bit better than this graph shows.

6 Q. And that's because some energy efficiency  
7 programs make homes tighter so customers use  
8 less fuel?

9 A. (Mosenthal) That's correct. You know, when a  
10 customer has gas service, then the gas  
11 utility is picking up their share of the  
12 program costs, which are, you know, quite a  
13 bit because the heating costs are kind of the  
14 dominant costs for many homeowners in New  
15 Hampshire. But if the customer has oil or  
16 propane, or, for that matter, wood or  
17 kerosene or another unregulated fuel, then  
18 the electric company is paying the entire  
19 cost of those measures, even though they  
20 really don't save very much electricity.  
21 They save a little bit on air conditioning  
22 and maybe a motor to, you know, pump their  
23 hot water or something like that.

24 Q. And I wanted to ask Ms. Peters a question.

1 But I'll ask you, and then maybe she can jump  
2 in on this one.

3 But I thought I understood that the heat  
4 pump program only applies to electric  
5 resistance heat replacement. Is that  
6 correct? And why wouldn't it apply if you  
7 heat with gas?

8 A. (Mosenthal) Well, I guess there's sort of two  
9 ways that the utilities are promoting heat  
10 pumps. One is through their regular CORE New  
11 Hampshire Saves programs, where they have now  
12 and will continue to have rebates to  
13 encourage people that are buying a heat pump  
14 to buy an efficient one. So the rebate  
15 offsets, you know, a substantial percentage  
16 of the incremental costs of buying a more  
17 efficient heat pump. That is generally not  
18 enough money to convince somebody to, you  
19 know, rip out their oil boiler, for example,  
20 and install a heat pump, because it's a very  
21 small percent of the entire cost.

22 The EO Pilot, on the other hand, is  
23 testing replacements of oil and gas on  
24 propane boilers and furnaces with heat pumps.

1           So that's a much smaller scale effort where  
2           they would pay a much higher rebate. But to  
3           the extent a customer using a fossil fuel is  
4           choosing to buy a heat pump, perhaps because  
5           they want to add cooling to their home or  
6           perhaps they just, you know, want to reduce  
7           their carbon footprint, for example, they  
8           would be eligible for those incremental-based  
9           rebates.

10        Q.    Okay. Ms. Peters, did you want to add  
11           anything to that?

12        A.    (Peters) Yeah, I would agree with that  
13           explanation. When I was speaking the other  
14           day about the increased heat pumps that are  
15           noted in the Settlement Agreement, the 1200  
16           electric resistance to heat pumps, that's  
17           kind of a subset. So there's a lot of  
18           electric savings, obviously, when you're  
19           replacing electric resistance heat with heat  
20           pumps. But as Mr. Mosenthal noted, there are  
21           opportunities for customers who have other  
22           types of heat, who are planning to buy a heat  
23           pump, to buy an efficient heat pump so that  
24           they use less energy when they do it. And

1 then there's an additional pilot that's  
2 focused more on replacement of those fossil  
3 fuels with the heat pumps -- (connectivity  
4 issue)

5 [Court Reporter interrupts.]

6 A. (Peters) I think I said so there are a couple  
7 categories there.

8 A. (Mosenthal) And I just wanted to add that the  
9 Settlement Agreement adds some additional  
10 focus on specifically targeting customers  
11 with electric resistance heat to install heat  
12 pumps. The original September 1st Plan  
13 already had a little bit of that, but not  
14 very much. And, you know, I think some  
15 parties at least felt that was important  
16 because electric resistance heat is far more  
17 expensive than either fossil fuels or heat  
18 pumps to heat your home, and it is  
19 disproportionately found in low-income homes.  
20 So the idea is to test out trying to pay a  
21 much more aggressive rebate similar to the EO  
22 Pilot levels to target those homes and give  
23 them some relief.

24 Q. And if we look at the chart at the bottom of

1 Page 707, Exhibit 2, for the low-income  
2 customers, is your answer the same, that  
3 those low-income customers will actually  
4 experience additional benefits from the non-  
5 regulated fuel source --

6 A. (Mosenthal) Yes, that is correct.

7 Q. So you believe that overall, both residential  
8 customers and low-income customers will  
9 ultimately pay less than they would have  
10 under this Plan.

11 A. (Mosenthal) Collectively, yes. You know,  
12 there will be some non-participants who pay a  
13 little bit more. You know, it looks like  
14 less than 1 percent more. But they will pay  
15 a little bit more. But collectively, the  
16 revenue requirements are going down and the  
17 residential customers will save.

18 Q. Did you consider the impact on customers from  
19 the pandemic and the short-term bill  
20 increase?

21 A. (Mosenthal) I didn't do any analysis around  
22 the pandemic specifically. However, I did  
23 state, and I continue to believe that, if  
24 anything, the response to the pandemic should

1 be to provide very aggressive efficiency  
2 programs. Lots of customers are struggling  
3 to pay their electric and gas bills right  
4 now, particularly low-income customers. As  
5 you can see, the non-participant rate impacts  
6 or bill impacts for any sector are less than  
7 1 percent increase. But it provides the  
8 opportunity to dramatically reduce your costs  
9 at a time when they most need it. And in  
10 fact, I think a lot of utilities have seen an  
11 uptick in residential participation,  
12 especially with major measures, since COVID  
13 began.

14 Q. Do customers have to spend money to get these  
15 programs?

16 A. (Mosenthal) Generally, yes. The low-income,  
17 is -- they cover 100 percent of the cost.  
18 For other customers, there's typically a  
19 co-pay. So they do have to contribute some  
20 money. That is correct.

21 And I'd also just like to add, related  
22 to COVID, that there's been numerous studies  
23 around the country looking at overall  
24 economic impacts from energy efficiency

1 programs, utility programs, and they're quite  
2 large. They create a lot of jobs. I took a  
3 very recent study for Commonwealth Edison in  
4 Illinois and scaled the results to the New  
5 Hampshire budgets based on, you know, the  
6 difference between Illinois and New  
7 Hampshire, and it's expected to provide  
8 17,500 job years of additional jobs. I'm not  
9 recalling all the exact numbers, but well  
10 over a billion dollars in additional economic  
11 activity in the state that basically would  
12 increase the state's GDP. And they help  
13 reduce market clearing prices on electricity  
14 as well, and gas.

15 Q. Is that \$1 billion number over the whole 15  
16 years?

17 A. (Mosenthal) I think that was for the life of  
18 the measures, but based on a three-year  
19 budget; so in other words, just this three  
20 years of program, not assuming future  
21 programs.

22 Q. I had this question written down and I'm  
23 going to ask it. I think we've kind of  
24 covered it. But did you do any kind of

1 calculation on how much you would expect a  
2 participating customer to save during the  
3 Plan on a kilowatt-hour basis?

4 A. (Mosenthal) A participating customer? No,  
5 other than the calculation of how much would  
6 it take a customer to offset their rate  
7 impact. I did analyze that. And the full  
8 rate case, I believe this was comparing to  
9 Eversource 2023 Residential SBC compared to  
10 the current SBC, buying three LED light bulbs  
11 would have been enough to offset that bill  
12 impact for those customers.

13 Q. And is that -- and are those customers that  
14 buy the light bulbs, are they considered  
15 participating or non-participating?

16 A. (Mosenthal) Yeah, that's a good question.  
17 And I guess it depends on your metric. The  
18 exhibit that Mr. Dexter was pointing us to  
19 that had some participant numbers, I noticed  
20 it did have, for the utilities combined,  
21 electric utilities, listed around 650-,  
22 700,000 participants. Now, they don't  
23 necessarily track account numbers, so they  
24 don't know exactly who's participating. And



1           that may well be just simply the number of  
2           light bulbs sold. But they are -- you know,  
3           they are tracking that. And it sounds like  
4           Kate has a little more answer to that.

5    Q.    Ms. Peters.

6    A.    (Peters) Yes, I just want to clarify. When  
7           it comes to the lighting programs, we kind of  
8           make an assumption that a participant would  
9           be someone who purchased four light bulbs.  
10          So when we're looking at those participant  
11          numbers, we're assuming a single customer may  
12          purchase four light bulbs, rather than  
13          counting each light bulb individually as a  
14          participant.

15   Q.    How do you know if I purchased two light  
16          bulbs or four light bulbs? Or is it just an  
17          assumption in the model?

18   A.    (Peters) For those, when we're talking about  
19          those midstream programs, we don't know that  
20          you specifically as a customer purchased  
21          those bulbs. That's where the evaluations  
22          come in, in terms of making sure that we're  
23          counting the savings accurately.

24                    For the larger things, like appliances

1 or heating systems, we are tracking  
2 specifically the individual customers that  
3 purchased those things and are getting rebate  
4 dollars for them.

5 Q. So you know how many light bulbs are  
6 purchased, and you divide that by four and  
7 assume that's the number of customers?

8 A. (Peters) Yes.

9 Q. Mr. Mosenthal, based on your experience in  
10 other states, do you believe that the budget  
11 can be spent in 2021, given the amount of  
12 rollover from 2020?

13 A. (Mosenthal) Yes. You know, I haven't done a  
14 whole lot of research on impacts from COVID.  
15 But I do know a bunch of utilities have seen  
16 upticks in residential interest in  
17 participation and spending. I believe that  
18 may be true of Eversource in New Hampshire as  
19 well. I know that Commonwealth Edison, for  
20 example, a large utility in Illinois, expects  
21 to expend their full budget this year. I  
22 think that commercial and industrial has gone  
23 down somewhat because lots of those  
24 facilities are simply shut down. Hopefully

1 they'll be able to open up.

2 And one thing that is really critical if  
3 you're going to open up is to upgrade your  
4 ventilation systems. And there's lots of  
5 efficiency opportunities for doing that. In  
6 fact, I believe Massachusetts -- or no. It's  
7 Vermont, actually, has a program right now  
8 where they directed some of the stimulus  
9 funds to schools to do energy efficiency  
10 projects. This was during the summer, before  
11 opening up, you know, and retrofitting their  
12 ventilation systems.

13 Q. Were you involved in the stakeholder process  
14 that determined the 5 percent and 3 percent  
15 targets?

16 A. (Mosenthal) Yes, I was.

17 Q. Is there any target number that would be too  
18 high as long as the programs were all  
19 cost-effective?

20 A. (Mosenthal) Well, I mean, there's certainly  
21 estimates of how high they could  
22 realistically be and succeed. You know,  
23 there is a potential study that estimates  
24 maximum achievable cost-effective efficiency.

1           So it's certainly not unlimited. My belief  
2           is that because, by definition, if they're  
3           cost-effective, they are the cheapest energy  
4           resource and will save all ratepayers money  
5           in the long run, that it's worth pursuing all  
6           cost-effective achievable efficiency. And  
7           there are ways to mitigate the rate impacts  
8           by aligning the costs with the participant  
9           benefits, just as is done on the supply side  
10          with capital investments by amortizing it.

11                    So that's what I would suggest is don't  
12          forego the savings. Just make sure you're  
13          doing it in a way that doesn't have too  
14          burdensome an impact on anybody.

15    Q.    And did the Settling Parties -- I don't know  
16          if you can answer this, but I'm going to ask  
17          it.

18                    Did the Settling Parties discuss the  
19          idea of amortizing the cost over a longer  
20          period?

21    A.    (Mosenthal) Yes, they did.

22    Q.    And that's not included in the agreement.

23    A.    (Mosenthal) That is not included in the  
24          agreement. OCA felt that this was a good

1           idea. Staff was opposed to it. And the  
2           utilities were not comfortable with it, I  
3           believe, because of concerns that it could  
4           impact their credit rating and their cost of  
5           debt on, you know, other debt that they have  
6           or bonds they float. I do know there are  
7           models out there that do amortization that  
8           utilities have supported, such as in  
9           Missouri, and there they do not earn full  
10          rate of return. They simply are made whole  
11          by recovering their short-term costs of  
12          interest, which are quite low, so that over  
13          the long run you do -- customers would pay a  
14          little bit of interest, but, you know, much  
15          less than customers pay, for example, if they  
16          get a mortgage, because utilities are a good  
17          risk because it's a regulatory asset.

18    Q.    Does anybody from the utilities want --

19                    COMMISSIONER BAILEY: Mr. Dexter  
20            has his hand up, Madam Chair.

21                    CHAIRWOMAN MARTIN: Mr. Dexter.

22                    MR. DEXTER: If I might, the  
23            question that Commissioner Bailey asked went  
24            to the Settling Parties. Did the Settling

1 Parties discuss --

2 A. (Mosenthal) Oh --

3 MR. DEXTER: No, excuse me, Mr.  
4 Mosenthal. And the answer that was given  
5 might have left the impression that Mr.  
6 Mosenthal was talking about things that  
7 happened during the settlement talks, in  
8 which case I would have objected on the  
9 obvious grounds that settlement talks are  
10 confidential. I wanted to point out to the  
11 Bench that the information that Mr. Mosenthal  
12 just gave took place in the EERS Committee  
13 meeting. Whether it took place in settlement  
14 talks is a different issue. But I wanted to  
15 make that clear for the record, that the  
16 information he related took place in an open  
17 EERS Committee meeting.

18 A. (Mosenthal) Yes. Thank you. Thank you for  
19 making that clarification. I did not realize  
20 it was the case that you were referring to  
21 the Settlement. I thought we were referring  
22 to the EERS Committee.

23 CHAIRWOMAN MARTIN: Commissioner  
24 Bailey.

1 BY COMMISSIONER BAILEY:

2 Q. Well, I thank Mr. Dexter for help on that  
3 because I wasn't really sure. And I just  
4 wanted to know if you'd talked about it  
5 sometime during the process.

6 So now I'd like to hear from the  
7 Utilities about why you don't think it's a  
8 good idea or to confirm it's not a good idea  
9 to amortize the cost and why, if that  
10 happened during the EERS process.

11 A. (Peters) I can give a brief answer. I would  
12 like to reinforce that we have a Settlement  
13 that the OCA has signed on to that does not  
14 include amortization in the Settlement. So  
15 there has been a resolution between the  
16 Settling Parties on this issue. But I'm  
17 happy to address some of that discussion that  
18 happened in the EERS Committee.

19 The Utilities feel strongly that adding  
20 interest to the costs of the programs results  
21 in longer-term higher costs for customers.  
22 That's what happens when you add interest to  
23 the cost of something. And it also presents  
24 concerns for us about carrying that debt and

1 the impact that might happen to credit  
2 ratings, which also, if they're attached to  
3 credit ratings, would increase costs to  
4 customers for all different types of --  
5 (connectivity issue)

6 [Court Reporter interrupts.]

7 A. (Peters) -- for all different types of  
8 projects that the utility might undertake.

9 MR. EPLER: Commissioner Bailey,  
10 may I state at least a partial clarification  
11 to your question?

12 COMMISSIONER BAILEY: Sure.

13 MR. EPLER: We may not -- you just  
14 addressed that question to the other  
15 utilities, including Unitil and Northern  
16 Utilities, and we did not have the correct  
17 witness to give a fuller response to that  
18 question, with all due respect to Mary  
19 Downes. And we would ask that when the rates  
20 panel is on, that an opportunity is given to  
21 respond to that question. Thank you.

22 COMMISSIONER BAILEY: That would be  
23 great, Mr. Epler. Could you ask that in  
24 direct?



1 CHAIRWOMAN MARTIN: Commissioner  
2 can, Bailey I ask a follow-up?

3 COMMISSIONER BAILEY: Absolutely.

4 BY CHAIRWOMAN MARTIN:

5 Q. I just want to make sure I'm clear on -- I  
6 understand we're talking about the  
7 stakeholder group and the discussion of  
8 amortization, and I heard testimony about  
9 Staff, the Utilities, the OCA. But we know  
10 that there were 13 to 18 participants. Was  
11 that discussed with all participants, and was  
12 the consensus of the stakeholder group not to  
13 include amortization?

14 A. (Peters) So we spoke earlier about the EESE  
15 Board meeting where the stakeholder group --  
16 I'm sorry -- the EERS Committee meeting where  
17 the stakeholder, where that body voted  
18 regarding kind of a proposed set of ways that  
19 the Utilities would approach the September 1  
20 filing. And amortizing the costs was not  
21 part of that proposed approach from the  
22 Utilities, and it is not part of what the  
23 EERS Committee voted unanimously to have the  
24 Utilities move forward with in terms of our

1           September 1 Plan. I think for the reasons  
2           that I just indicated, there are significant  
3           concerns with that as an approach to funding  
4           the programs.

5    A.   (Mosenthal) And I would just add that it's my  
6           recollection that the only parties that  
7           expressed clear opposition were Staff and the  
8           Utilities. I believe most, or perhaps all of  
9           the other parties were interested in it. But  
10          I don't think we ever took a full formal vote  
11          on it, that I recall.

12                         CHAIRWOMAN MARTIN: Thank you,  
13           Commissioner Bailey, for letting me  
14           interject.

15                         COMMISSIONER BAILEY: Anytime.

16    BY COMMISSIONER BAILEY:

17    Q.   Ms. Peters, do the utilities earn a rate of  
18          return on these investments?

19    A.   (Peters) For the energy efficiency programs,  
20          we earn the performance incentive, which is  
21          the 5-1/2 percent planned incentive that Mr.  
22          Dexter was asking me about yesterday.

23    Q.   But none of these investments go in rate base  
24          and get a rate of return?

1 A. (Peters) No, they don't.

2 Q. Thank you.

3 I think, Mr. Mosenthal, that's all I  
4 have for you, but we might come back. Thank  
5 you very much.

6 Ms. Peters, or any of the utilities who  
7 participated -- well, actually, Mr. Mosenthal  
8 might have an answer to this question, too.  
9 But I appreciated the questions that the  
10 attorney from Conservation Law Foundation  
11 asked you about how the 5 percent and  
12 3 percent targets were arrived at. But what  
13 I didn't hear you say is anything about why 3  
14 and 5 percent were the numbers. Is it just  
15 kind of like everybody sat around and talked  
16 and thought, oh, 5 percent was good,  
17 3 percent was good for gas? Why?

18 A. (Peters) Sure. Maybe there's a little bit of  
19 that in there as we were coming to consensus,  
20 as there is on any consensus approach. But  
21 the additional piece of information, you  
22 know, the Utilities had supplied some draft  
23 plans to the Committee. So the Committee got  
24 a good look at what the programs and the

1 budgets and the achievements would be for  
2 some initial scenarios, which helped to  
3 inform them as to, you know, what desires  
4 they might have for more or less to happen.

5 And we also had, as Mr. Mosenthal noted,  
6 a potential study that was conducted this  
7 year for New Hampshire, where a vendor was  
8 essentially researching for us what is the  
9 potential for cost-effective efficiency in  
10 New Hampshire. And that study presented  
11 several scenarios, in terms of high, medium  
12 and low potential and costs. And if I'm  
13 remembering correctly, the medium potential  
14 was somewhere around 6.3 percent of the  
15 target that we are discussing. And given the  
16 budgets that we were looking at for some of  
17 the prior proposals the Utilities had put  
18 forth to the Committee, it seemed like that  
19 might be more than the group wanted to do.  
20 And so through discussion and analysis of  
21 those information sources, we arrived at the  
22 5 percent and 3 percent, which, of course,  
23 now through the Settlement have been adjusted  
24 again to the 4-1/2 percent and the

1           2.8 percent.

2    Q.    And what was the original proposal that you  
3           made in July that the Committee started to  
4           look at?

5    A.    (Peters) Yeah, that July draft I believe had  
6           us at about 4.2 percent of 2019 sales.

7    Q.    Can you or somebody explain to me, the target  
8           is 4.5 percent of 2019 sales for electric,  
9           and the target from the last triennium was  
10          3.1 percent of 2014 sales. So by increasing  
11          the target on 2019 sales, does anybody know  
12          what that does to the savings from 2014  
13          sales? Is it cumulative, or has anybody  
14          thought about that?

15   A.    (Peters) So it's a separate calculation. I  
16          believe the 2019 kind of baseline is similar  
17          to but perhaps slightly lower, actually, than  
18          the 2014 baseline. So 4-1/2 percent of 2019  
19          sales may be akin to something less than  
20          4-1/2 percent of 2014 sales, but not by a  
21          wide margin. I do not have the exact numbers  
22          in front of me. And I'm not totally sure  
23          that I'm answering the question that you  
24          asked.

1 A. (Stanley) Commissioner Bailey, I --

2 Q. Mr. Stanley.

3 A. (Stanley) Yes, thank you, Commissioner  
4 Bailey. I would offer that I have my fingers  
5 on some metrics to speak to that a bit.

6 If you were to apply the 2018 through  
7 2020 planned electric savings targets to the  
8 now-proposed 2019 utility sales benchmark,  
9 that would adjust the 2018 through  
10 2020 percent sales reduction, that  
11 3.2 percent. So it actually would increase  
12 by that difference, I believe the original  
13 3.12, our approximate goal for the current  
14 term.

15 On the natural gas side, it does the  
16 opposite. So the natural gas sales have  
17 increased significantly, or notably, at least  
18 from the previous 2014 utility sales  
19 benchmark there. So the revised current  
20 term, 2018 through 2020, goal for the gas  
21 utilities would be 2.1 percent versus the  
22 proposed 2.8 percent goal for this new Plan.  
23 So I'm not sure if that's helpful.

24 Q. No, that was helpful. I'm trying to make

1           sure I understand it. So what you're saying  
2           is if we were proposing an equivalent plan  
3           today to the last triennial plan, you would  
4           set the target for natural gas at 2.1 percent  
5           savings?

6    A.    (Stanley) The proper benchmark comparison,  
7           yes, would be the 2.1 percent for the current  
8           term plan, 2018 through 2020, as compared to  
9           this new plan proposed, which is 2.8 percent.

10   Q.    So the difference between 2.1 and 2.8 percent  
11           doesn't seem very large. Can you talk a  
12           little bit about is it just that much harder  
13           to get energy efficiency savings from gas  
14           customers?

15   A.    (Stanley) There's a couple factors, at least.  
16           The first is that we are applying as part of  
17           this new plan different evaluation factors  
18           and assumptions that are arguably more  
19           conservative than what we are currently  
20           applying, specifically realization rates for  
21           commercial and industrial projects, which are  
22           much lower than would be -- or what we're  
23           again currently applying. And that drops the  
24           savings notably. So the comparison, in terms

1 of the savings benchmark, it doesn't take  
2 into account kind of reconciling the current  
3 plan in terms of what those savings would  
4 represent if you applied, for example, those  
5 lower realization rates.

6 And also, as I believe I previously  
7 mentioned, the potential for savings within  
8 the natural gas portfolio is lower than it is  
9 within the electric portfolio simply due to  
10 there's less functional natural gas-consuming  
11 measures that you can actually capture  
12 savings from. So that's where it's a bit of  
13 an apples-and-oranges comparison to compare  
14 the sales reduction targets for electric  
15 utilities versus natural gas utilities. And  
16 that's certainly not unique to New Hampshire.  
17 That's consistent when looking across North  
18 American electric or natural gas.

19 A. (Downes) The other significant change from  
20 last term, especially for natural gas, but  
21 also electric, is that the baselines that  
22 we're using for the existing equipment or the  
23 alternative equipment are higher now because  
24 of improvements in technology and federal



1 standards and a number of other things. So  
2 the delta between what we're putting in for  
3 high efficiency and what would have been put  
4 in otherwise is smaller. So it is getting  
5 more difficult to find that savings. And  
6 that's more so I think on gas because of  
7 heating equipment efficiencies than on  
8 electric, though lighting is a big issue on  
9 the electric side.

10 Q. Can you talk a little bit more about the  
11 baseline?

12 A. (Downes) Sure. Sorry. Having difficulty  
13 with my mute button.

14 The baseline, in order to get a savings  
15 calculation, you need to know what you're  
16 comparing to. So you have a high-efficiency  
17 piece of equipment, and then you compare that  
18 to what we call a "counterfactual." And that  
19 baseline for existing equipment is what  
20 you're replacing. What's already in place,  
21 you're taking out and you're putting in the  
22 new equipment. For lost opportunity, or new  
23 equipment, you're comparing the  
24 high-efficiency equipment to what the

1 customer would go purchase otherwise, what  
2 the less efficient but still new HVAC system  
3 would be. And with federal standards  
4 increasing on heating equipment in  
5 particular, so we go from 85 percent  
6 efficiency to say 90 percent efficiency, the  
7 difference between the equipment we're  
8 incenting and the equipment that the customer  
9 would buy without our incentive, there's less  
10 savings there.

11 Q. Thank you.

12 Okay. Can somebody explain to me what  
13 you mean when you say that there will be a  
14 \$1.3 billion savings for participants and  
15 \$619 million in benefits? Can somebody  
16 explain to me what the difference between  
17 these two things is?

18 A. (Peters) Sure. So that \$1.3 billion in  
19 customer energy cost savings is a comparison  
20 of the kilowatt hour and MMBtus that are  
21 saved by the Plan and comparing that to what  
22 the customers would have to pay if they were  
23 actually using that energy. So all of these  
24 measures actually reduce customer energy use.

1           And if the measures were not implemented, the  
2           customers would have to purchase that energy  
3           at retail costs. And so it's a look at what  
4           would the retail cost of the energy saved by  
5           the Plan be? And for customers, that kind of  
6           represents the money that's back in their  
7           pockets that they don't have to spend on  
8           energy now because of these measures that  
9           have been implemented.

10                    The benefits in the Plan that are used  
11           in the benefit-cost model are based on  
12           avoided energy supply costs, which are  
13           different from the retail costs that the  
14           customers pay. And so the calculation of  
15           benefits to costs is lower and slightly  
16           different. And I might turn to Ms. Downes  
17           for any additional explanation of that piece  
18           of it.

19   A.   (Downes) I'd like to say you did a fine job,  
20           Ms. Peters. But if the Commissioner has  
21           additional questions, I can attempt to  
22           answer.

23   Q.   Yeah, if you could just -- I completely  
24           understood the explanation of the

1           \$1.3 billion in savings. I'm not sure I  
2           understand the \$619 million in benefits.  
3           Those are benefits from avoided energy supply  
4           costs? That seems to be the same thing as  
5           energy savings.

6       A.   (Downes) So the avoided energy supply cost  
7           component study, which is done every three  
8           years for the region, is looking at the  
9           marginal cost of avoided energy. And I may  
10          also draw upon Mr. Mosenthal, if I don't  
11          answer this satisfactorily. But that is  
12          really a system cost based on how much it  
13          costs to buy the next electron of energy or  
14          the next therm of natural gas. And that's  
15          not the cost to the customer or the benefit  
16          to the customer of saving that same -- you  
17          know, of avoiding that same kilowatt hour or  
18          therm at their home because they're paying a  
19          retail price rather than the system cost of  
20          the next marginal, you know, electron.

21       A.   (Hill) And Commissioner Bailey, if I --

22       A.   (Mosenthal) Yeah, I was just going to say  
23          that I agree with everything Mary and Kate  
24          said. And, you know, I think the distinction

1 is, one, is the consumer costs. You know,  
2 they're saving retail electric rates. As you  
3 know, electric utilities have lots of debt on  
4 their books and fixed costs from, you know,  
5 capital investments over the years. So the  
6 retail rate tends to be quite a bit higher  
7 than the marginal cost to all of society at  
8 large. Think of it as sort of the wholesale  
9 cost of electricity.

10 A. (Hill) And I would also point out,  
11 Commissioner Bailey, that, you know, the  
12 consumer bill -- consumer savings on their  
13 bills, some of that will be offset by  
14 investments that the consumers are making,  
15 their share of the more efficient equipment.  
16 So they can still have a \$1.3 billion  
17 reduction in their bills, but they're perhaps  
18 paying more for some efficient equipment as  
19 part of participating in the program.

20 A. (Mosenthal) And I'd like to add that those  
21 bill savings to the customers are really the  
22 main driver of the indirect economic  
23 benefits. And I did look at my rebuttal  
24 testimony, and the estimated increased

1 economic activity in New Hampshire that would  
2 be generated is \$3.5 billion. So a lot of  
3 that is coming from the fact that if you put  
4 another \$100 of bill savings in a customer's  
5 pocket, they're going to spend that money  
6 somewhere and drive additional economic  
7 activity in the state.

8 A. (Downes) And one more point on that is that  
9 the money is spent locally. So most -- I  
10 guess all efficiency money, in terms of the  
11 installers, I guess the equipment is coming  
12 from out of state to some extent, but all of  
13 labor is by nature local.

14 A. (Mosenthal) Unlike a lot of the energy costs  
15 which go out of state.

16 A. (Downes) Right. Thank you. I meant to imply  
17 that. But absolutely.

18 Q. Okay. Can somebody help me out on the ACEEE  
19 report card? I forgot who was talking about  
20 that. But can you tell me what the maximum  
21 number they can achieve for energy efficiency  
22 programs is?

23 A. (Mosenthal) I believe for the utility  
24 programs it is seven points. I was actually

1 just looking because the 2020 ACEEE score  
2 card just came out today, so I was looking at  
3 a table this morning. So they look at a  
4 number of things; one of them is the utility  
5 programs. They also consider transportation  
6 policy and codes and standards and other  
7 things.

8 Q. And what did New Hampshire score for the  
9 utility programs this year?

10 A. (Mosenthal) Let me see if I can...

11 A. (Downes) We remained at 10 out of 20, I  
12 believe.

13 A. (Mosenthal) My memory in the 2020, the new  
14 one, is that -- I'm not sure what the actual  
15 score was. But in terms of ranking, New  
16 Hampshire placed 13th, but behind at least  
17 most of New England, if not all of the rest  
18 of New England.

19 You know, you asked about, you know,  
20 what was the magic behind the 5 percent on  
21 electric savings. You know, that reflects a  
22 substantial ramp-up in terms of, you know,  
23 where New Hampshire has been. It's still  
24 only about -- you know, in the third year

1           they would get up to about 2 percent of load  
2           in savings, which is about two thirds of what  
3           Massachusetts and Rhode Island have been  
4           doing historically for a while. It's coming  
5           down a little now with some of the  
6           residential lighting going away.

7    Q.    Ms. Downes, you said New Hampshire scored 10  
8           out of 20. Is that the total score or just  
9           the utility part?

10   A.    (Downes) Just the utility part. And I  
11           haven't read the whole report yet. As it was  
12           stated, it just came out this morning. So I  
13           want to caution that these are -- this is  
14           based on looking at a front page kind of  
15           headline.

16   A.    (Woods) So the total -- so New Hampshire  
17           scored 10 points out of 20 available points  
18           for energy efficiency, for utility and public  
19           benefit programs and policies.

20                           COMMISSIONER BAILEY: Mr. Dexter.

21                           MR. DEXTER: When I was questioning  
22           about the ACEEE report, I was questioning  
23           based on what was in the record which was in  
24           the Plan. I think all the answers we've



1           gotten today, I may be wrong, but all the  
2           answers we've gotten today are about a plan  
3           that was described as having been released  
4           today or yesterday, which is not in the  
5           record. I just want to point that out. It's  
6           up to Commissioner Bailey, you know, which  
7           ones you're asking -- I just want to make it  
8           clear what we're talking about here. Are we  
9           talking about the Plan that's in the  
10          record -- the score card that's in the  
11          record, or the one that's not in the record?

12                        COMMISSIONER BAILEY: Well, it kind  
13           of sounds like it didn't change. But we can  
14           confirm that the numbers are the same for the  
15           Plan that's in the record.

16 BY COMMISSIONER BAILEY:

17 Q.    Can somebody confirm that, that the ACEEE  
18        score that is in the record was, I think, 13  
19        for -- we were ranked 13th for the utility  
20        piece of it only and somewhere in the 20s for  
21        overall with all the other programs? Is that  
22        right?

23 A.    (Mosenthal) It was my recollection that we,  
24        you know, subject to check -- and I think it

1 is an exhibit, but I don't have that up right  
2 now -- that New Hampshire ranked 14th, and  
3 they moved up one point since last year for  
4 the utility programs and 20th for the other.

5 Q. Mr. Stanley.

6 A. (Stanley) Yes. Thanks, Commissioner Bailey.

7 Yes. Just to confirm, in 2019, State of  
8 New Hampshire was tied for 14th place within  
9 the energy efficiency category, or as  
10 explicitly defined, the "Utility and Public  
11 Benefits Program and Policy Section." Our  
12 overall state ranking was 20th. And this  
13 year, in 2020, we are now ranked 13th alone,  
14 and our overall state ranking is 18th. So we  
15 moved up in both the overall state ranking  
16 and within the energy efficiency categories.

17 Q. Great. Thank you.

18 Mr. Mosenthal, can you confirm for me  
19 that your -- when I asked you originally the  
20 question, what the total number of points a  
21 utility we can get, you said it was 7, and I  
22 think Ms. Downes said it's 20. Can you  
23 clarify that point?

24 A. (Mosenthal) Ms. Downes is correct. I was

1 remembering the first column in the table as  
2 electric program savings only. But there's a  
3 number of categories around utility programs.  
4 And it is 20 points total. And New Hampshire  
5 scored 10 out of the 20. And it looks like  
6 they are behind every New England state,  
7 except for Maine, which scored 9 out of 20.

8 Q. Okay. Thank you.

9 I'd like to talk a little bit about the  
10 idea that this is a total three-year plan and  
11 that money not -- that money collected this  
12 year and not spent -- or sorry -- in 2021 and  
13 not spent can just be automatically rolled  
14 over to 2022 and then 2023. So my question  
15 is --

16 CHAIRWOMAN MARTIN: Commissioner  
17 Bailey, I'm sorry to interject. I just  
18 wanted to check with Ms. Robidas really  
19 quickly.

20 We've been going about 2 hours and  
21 15 minutes. Ms. Robidas, are you doing okay?  
22 Should we take a break soon?

23 [Brief off-the-record response by the  
24 Court Reporter.]

1                   MR. EPLER: This is Gary Epler. I  
2                   just wanted to note for the record that  
3                   Attorney Patrick Taylor has joined and hereon  
4                   in will be, if it's acceptable to the  
5                   Commission, representing Unitil and Northern  
6                   Utilities.

7                   CHAIRWOMAN MARTIN: Okay. Thank  
8                   you, Mr. Epler.

9                   COMMISSIONER BAILEY: Will you  
10                  coordinate with Mr. Taylor about the  
11                  questions that you wanted answered by the  
12                  rates panel?

13                  MR. EPLER: Yes. There's actually  
14                  been a little discussion among the attorneys  
15                  on the side here. And I think it may be  
16                  preferable to respond through a record  
17                  request because the rates -- we don't have a  
18                  finance, specifically a finance person. And  
19                  we would prefer to have that directly asked  
20                  and have the opportunity for a record  
21                  request. And I don't know if Eversource  
22                  wants or Liberty wants to add anything to  
23                  that.

24                  COMMISSIONER BAILEY: Can anybody

1 formulate the exact record request?

2 MR. SHEEHAN: We can certainly  
3 draft a record request among the attorneys  
4 and ask you if that's indeed what you're  
5 asking, make sure we're all on the same page.  
6 And we do want to make sure that the  
7 qualified person answers the question.

8 COMMISSIONER BAILEY: Okay. That's  
9 okay with me, Chairwoman Martin, if that's  
10 okay with you.

11 CHAIRWOMAN MARTIN: Yes, I think  
12 that makes a lot of sense.

13 COMMISSIONER BAILEY: Okay. Thank  
14 you.

15 (RECORD REQUEST MADE: Why the NH  
16 Utilities do not support amortization  
17 as a mechanism for program.)

18 BY COMMISSIONER BAILEY:

19 Q. All right. So back to the -- did somebody  
20 start to say something?

21 Okay. So back to the money that gets  
22 collected in 2021 and not spent, and then it  
23 rolls into 2022. Does that money accrue  
24 interest or carrying charges on behalf of

1 customers if it's not spent in the year that  
2 it's collected?

3 A. (Downes) I believe that is the practice in  
4 the past. So it wasn't anticipated to  
5 change.

6 Q. Mr. Stanley, do you have something to add?

7 A. (Stanley) Just to confirm what Ms. Downes  
8 said, that any balances do carry interest  
9 charges with them, and any negative balances  
10 as well.

11 Q. So if you overspend your budget and you have  
12 to pay yourself back next year, that is  
13 recorded as a debt?

14 A. (Stanley) Yes. My understanding.

15 Q. Okay. What happens --

16 A. (Mosenthal) Typical practice, and I believe  
17 New Hampshire does this as well, is to, you  
18 know, apply a short-term sort of interest  
19 rate, plus or minus, you know, well, you  
20 know, benefiting either the ratepayers or the  
21 utility, based on monthly differentials.  
22 Because, you know, typically programs may not  
23 spend as much early in the year as they're  
24 building their pipeline and doing marketing,

1 but the ratepayers are still paying into the  
2 fund, and then the utility may catch up and  
3 spend that money later in the year.  
4 Typically the accounting is done monthly, and  
5 the ratepayers are made whole in terms of any  
6 carrying costs either way.

7 Q. And do you know that that's how they do --  
8 how the New Hampshire Utilities do it, or is  
9 that just a typical understanding of how  
10 generally it's done in the industry?

11 A. (Mosenthal) It's a typical understanding of  
12 how it's generally done. And it's my belief  
13 that New Hampshire does, but I really don't  
14 know for sure. So I would ask the Utilities  
15 to confirm that if they can.

16 Q. Thank you. That was going to be my next  
17 question.

18 So can each of the Utilities confirm  
19 that for me?

20 A. (Peters) I would need to defer that to Ms.  
21 Menard, who's on our rates panel and probably  
22 has that answer pretty easily. But I do not  
23 personally.

24 A. (Downes) I believe that is the case. But

1 again, subject to confirmation from the rates  
2 panel.

3 This is also just to remind you,  
4 Commissioner, the PUC audits each of the  
5 utilities on an annual basis and reviews  
6 those calculations and confirms them. And  
7 they're not proposing any change to that, to  
8 the way that we're reconciling or collecting  
9 or charging interest.

10 Q. Okay. Thank you. That's helpful.

11 Ms. Woods or Mr. Stanley, do you have  
12 anything to add?

13 A. (Stanley) No, other than that a definitive  
14 answer could be provided by Ms. Tebbetts as  
15 part of the rates panel.

16 A. (Woods) I also don't have anything to add at  
17 this moment.

18 Q. Okay. Thank you.

19 What happens to the performance  
20 incentive if you under-spend in year one, for  
21 example?

22 A. (Peters) So the proposal is to calculate  
23 essentially an illustrative performance  
24 incentive for each individual year when we do



1           our annual filings. But the actual  
2           performance incentive for the term would be  
3           trued up at the end of the three years. So  
4           it's conceivable that you could under-spend  
5           or under-achieve in one year but then make  
6           that up. And really, the ultimate kind of  
7           analysis as to what you've achieved and what  
8           you've spent to achieve it happens at the end  
9           of the term, as to whether you've achieved  
10          your term goals.

11        A.     (Downes) Yeah, I would just clarify that  
12           that's my understanding and that's our  
13           intent. We would not have a cumulative  
14           addition of each year's achievement. It  
15           would be looking at all 36 months of  
16           achievement. So we would do that  
17           reconciliation at the end of the term rather  
18           than adding each year's achievement, if that  
19           makes sense.

20        Q.     So do you get a performance incentive every  
21           year whether you meet that yearly target or  
22           not, and then it all gets reconciled at the  
23           end?

24        A.     (Downes) We would book it according to the

1 performance, you know, the 100 percent of  
2 performance, and then we would reconcile it  
3 at the end.

4 CHAIRWOMAN MARTIN: Commissioner,  
5 can I ask a question?

6 COMMISSIONER BAILEY: Yes, please.

7 BY CHAIRWOMAN MARTIN:

8 Q. I just want to make sure I'm understanding.  
9 We're talking about spending. I think  
10 Commissioner Bailey's question was about if  
11 you under-spend. And the explanation was  
12 that it would be for over the three years.  
13 What about the thresholds? Are they annual,  
14 or is that over three years?

15 A. (Downes) It's over the three years  
16 deliberately so that an under-performance in  
17 one year could be offset by an  
18 over-performance in the subsequent years, or  
19 vice versa.

20 And just to provide some example, this  
21 is how it's set up in Massachusetts. And for  
22 the smaller utilities in particular, that is  
23 very helpful and beneficial to program  
24 performance, because with the smaller

1           territory, you tend to have ups and downs or  
2           a big project that can really have a big  
3           difference. And if you were only looking at  
4           a year at a time, it would be -- it would not  
5           be indicative of the performance over the  
6           term.

7                         So the three years is really an ideal,  
8           and I think probably considered a best  
9           practice among states with robust and mature  
10          energy efficiency programs, to be looking at  
11          a longer term than one year, partly for that  
12          reason, so that, you know, a change or a big  
13          project doesn't skew the results of any given  
14          year.

15    Q.    But if you meet the 65 percent threshold in  
16           the first year, do you get the PI in the  
17           first year?

18    A.    (Downes) No, you would wait until the end of  
19           the term to -- we would provide an  
20           illustrative report annually so you could see  
21           our performance. But the actual PI would be  
22           earned and calculated over the course of the  
23           three years and at the end of the term.

24    BY COMMISSIONER BAILEY:

1 Q. So you don't get performance incentive  
2 revenue in the first -- at the end of the  
3 first year and at the end of the second year;  
4 it only happens at the end of the third year?

5 A. (Downes) I want to be careful about -- this  
6 is not my area of expertise, so I'm not sure  
7 exactly about booking versus getting. So I  
8 want to be careful. The actual  
9 reconciliation of the performance incentive  
10 would be at the end of the term. But the  
11 details on how it's booked, I want to leave  
12 that to my rates person.

13 Q. Ms. Peters, do you know?

14 CHAIRWOMAN MARTIN: That's what I  
15 was going to ask, if we could hear from  
16 anyone else, if they know.

17 A. (Peters) Yeah, I would agree with Mary, that  
18 I would want to double-check this because I'm  
19 also not the financial person. But my  
20 understanding is that each year we will look  
21 at our achievement for that year and do a  
22 calculation of what the performance incentive  
23 would be for that year, which will flow into  
24 our estimate of whether we over- or under-

1 collected for that year and whether there  
2 needs to be any true-up of the SBC. But the  
3 final performance incentive calculation will  
4 be done at the end. So if we, for instance,  
5 over-collected in one year for the  
6 performance incentive, that would get  
7 reconciled at the end. Or if we under-earned  
8 in one year, that would get reconciled at the  
9 end. And the mechanics of the finance piece  
10 I am not 100 percent on.

11 Q. So you're collecting the revenue assuming  
12 you're going to meet the performance  
13 incentives in the SBC every month; is that  
14 right?

15 A. (Peters) If the rates are set. The rate  
16 calculations have incorporated into them the  
17 target performance, which is 5-1/2 percent.  
18 And we may actually earn less than that at  
19 the end of the term or we may actually earn  
20 more than that at the end of the term. But  
21 the rates that we've calculated are using the  
22 assumption of 5-1/2 percent.

23 A. (Stanley) I would just add that, consistent  
24 with past practice for Liberty, we book and

1 record an estimated performance incentive  
2 target on a monthly basis and then reconcile  
3 that after the completion of our official,  
4 which is now a 12-month term. And as  
5 described by Ms. Downes and Ms. Peters, we  
6 would do that also over this 36-month term.

7 So in year one, for example, if we were  
8 to achieve 70 percent of our respective  
9 targets, we would book the performance  
10 incentive calculation for year one computes  
11 out to 70 percent. We would record and book  
12 that 70 percent estimate for year one, but it  
13 would be as described, again, earlier by  
14 Ms. Peters and Ms. Downes. We would  
15 reconcile the resulting cumulative effect of  
16 that result at the end of the three-year  
17 term. So there would be an ongoing booking,  
18 but it would be subject to change based on  
19 our overall performance results.

20 Q. How would you book it if you didn't achieve  
21 the standard?

22 A. (Stanley) We would not be able to book. We  
23 would have to book zero.

24 Q. Okay. Does anybody, off the top of their

1 head, remember the exhibit we were looking at  
2 the last hearing that showed the performance  
3 incentive? I think it was in response to  
4 maybe one of Mr. Dexter's questions about the  
5 difference between 65 percent and 75 percent  
6 thresholds. Anybody remember that exhibit?

7 A. (Peters) Sure. It was Exhibit E3. So that  
8 was Eversource's performance incentive  
9 calculation. I can find the pages.

10 Q. Exhibit E3?

11 A. (Peters) Oh, I'm sorry. It's Exhibit 2. I  
12 apologize.

13 Q. Okay.

14 A. (Peters) Exhibit 2, and it's Attachment E3,  
15 which is Eversource's attachment that looks  
16 at the rates calculations and performance  
17 incentives. Hold on a moment. I'm looking  
18 for Bates pages for you.

19 (Witness reviews document.)

20 A. (Peters) So I'm going to correct myself  
21 again. I apologize. It's Attachment E1.  
22 And the performance incentive calculation of  
23 the first one -- there's one for each year  
24 and then one for all three years combined.

1 But the first one is on Bates 375 of  
2 Exhibit 2.

3 MR. DEXTER: Commissioner, I think  
4 you asked for the page reference where we had  
5 the 65 percent and the 75 percent laid out,  
6 that chart we were looking at? Is that what  
7 you're looking for?

8 COMMISSIONER BAILEY: Yes.

9 MR. DEXTER: That, I believe,  
10 looking at my notes from yesterday, I think  
11 is Exhibit 1, Page 216. I haven't actually  
12 pulled that up yet. But I think if we go  
13 there --

14 COMMISSIONER BAILEY: Did you say  
15 Exhibit 1?

16 MR. DEXTER: Exhibit 1, Bates  
17 Page 216. And that has all the various  
18 elements in it, you know, which ones are  
19 65 percent and which ones were proposed at  
20 75 percent.

21 COMMISSIONER BAILEY: Thank you,  
22 Mr. Dexter. That's the one I was looking  
23 for. I don't know if I have a follow-up  
24 question on that or not. Just give me a sec.



1 MR. DEXTER: Sure. My pleasure.

2 BY COMMISSIONER BAILEY:

3 Q. So this is the performance incentive  
4 component for every company; correct?

5 A. (Peters) Yes, it is --

6 A. (Downes) Except gas does not have the active  
7 demand component for obvious reasons.

8 A. (Stanley) Or for --

9 [Court Reporter interrupts.]

10 A. (Stanley) Or for passive demand savings  
11 metrics.

12 Q. Okay. So lifetime kilowatt-hour savings,  
13 35 percent of your performance incentive is  
14 based on that. And you have to get at least  
15 65 percent, according to this proposal, of  
16 your planned lifetime kilowatt-hour savings  
17 to qualify for this piece of performance  
18 incentive; is that right?

19 A. (Downes) Yes, over the term.

20 Q. Over the term. But Mr. Stanley, the way that  
21 Liberty would book it is it if -- do they  
22 have a plan for every month of what they're  
23 trying to achieve that ultimately over the 36  
24 months will get you to your actual planned

1 saved?

2 A. (Stanley) Yes. So, for example, if you were  
3 to look at, from Exhibit 2, Bates Page -- and  
4 this is for Eversource -- Bates Page 384, it  
5 shows their term PI goals and targets. There  
6 are earlier pages, such as Bates Page 381,  
7 which shows the specific planned or estimated  
8 targets just for that particular calendar  
9 year. So each of our companies have yearly  
10 targets that have been modeled. So we would  
11 do an annual calculation based on the results  
12 of just that calendar year. As mentioned  
13 earlier, this would all be reconciled after  
14 each subsequent year and at the end of the  
15 completion of calendar year 2023.

16 Q. So on Exhibit 2, Bates Page 381, this is  
17 Eversource's target for 2023. Is that right,  
18 Ms. Peters?

19 A. (Peters) Yes, it is.

20 Q. And if you achieve it as planned, you get  
21 \$5.26 million for 2023?

22 A. (Peters) Yes.

23 Q. And there's similar amounts for each of the  
24 other years?

1 A. (Peters) Yes, that's right.

2 Q. And that's how much you're collecting in the  
3 SBC rate per year. And at the end of the  
4 three-year term, if you don't achieve those  
5 goals, what happens to the money you've  
6 collected?

7 A. (Peters) If we had over-collected, we would  
8 reconcile that within I believe the next SBC  
9 rate. If we had under-collected it, we would  
10 also have to reconcile it.

11 Q. And if you achieve the 125 percent goal, is  
12 that amount collected in the SBC rate, or  
13 would you have to collect more to receive  
14 that money?

15 A. (Peters) We may have to collect more. You  
16 have to do a final reconciliation that takes  
17 into account the actual sales as well. So  
18 all of these rates are based on, you know,  
19 estimated sales for each year. So, you know,  
20 the final estimate of how your sales compare  
21 to what you've earned comes out, you have to  
22 look at both of those elements. And if  
23 there's an over-collection, you have to, you  
24 know, lower the rate in a future year to make

1 up for that. And if there's an  
2 under-collection, you would need to raise the  
3 rate in a future year to make up for that.

4 A. (Stanley) Yeah. And I would say all things  
5 being equal, yes, if the Plan comes in as  
6 depicted, including the utility's sales  
7 forecast, we would have to collect additional  
8 dollars in the future to make up for any  
9 additional dollars over-earned.

10 Q. So the SBC rate includes the amount necessary  
11 that you expect based on sales to just get  
12 your regular performance incentive, not your  
13 125 percent; is that right?

14 A. (Peters) That's correct.

15 A. (Stanley) Correct. Just the 100 percent  
16 level.

17 Q. Okay. So for the current triennial, are you  
18 on track to get more than the planned  
19 performance incentive? Are you on track to  
20 get 125 percent?

21 A. (Peters) So kind of taking aside the effect  
22 of the current triennial, we've done it in  
23 single-year chunks. I do have some numbers  
24 for Eversource, and others may have numbers

1 also.

2 In 2018, we achieved 115 percent of our  
3 target; so we earned, you know, a little more  
4 than the planned PI. In 2019, we achieved  
5 109 percent of our target. In 2020, we are  
6 working very hard to pass the 75 percent  
7 threshold to earn the performance incentive  
8 in those categories. And so the end result  
9 over the term, 2018 to 2020, it's likely that  
10 we will earn, you know, just a little bit  
11 less than 100 percent of the three-year  
12 target. And I should say that we will  
13 achieve just a little bit less than the  
14 three-year target savings, depending on how  
15 2020 works out exactly.

16 Q. And can the others --

17 [Court Reporter interrupts.]

18 Q. Go ahead, Ms. Downes.

19 A. (Downes) Sure. The other factor here is how  
20 much was spent. So the performance incentive  
21 is designed based on spending 100 percent of  
22 the budget. But the actual performance  
23 incentive is earned against actual spending  
24 by the -- that was discussed and agreed to by

1 the Performance Incentive Working Group a  
2 couple years ago and reaffirmed.

3 We, at Unitil Electric, over the term,  
4 if we were to add all three years together,  
5 we have exceeded our annual and lifetime  
6 savings goals. And our benefits are not --  
7 are right about on target. Our budget looks  
8 like we're going to be coming in under budget  
9 for the three years combined, and that is  
10 largely due to 2020 having somewhat  
11 less-than-expected spending.

12 Northern is looking like we are pretty  
13 much -- we're going to be a little bit under  
14 budget for 2020, the other two years under  
15 budget -- one year over budget. And the  
16 lifetime savings looks like it's falling a  
17 little short in 2020; whereas, we have been  
18 over-achieving on lifetime and annual savings  
19 overall for 2018 and 2019. So how that all  
20 shakes out into performance incentive depends  
21 on a number of factors. I don't have those  
22 in front of me, but I can take a record  
23 request if you'd like.

24 The past two years have been filed. And

1 as Kate said, we have been doing it on an  
2 annual basis up until this proposed next  
3 term. So 2020 isn't done yet. I don't have  
4 those numbers. But we'll have them, you  
5 know, early next year.

6 Q. So it seems like you got to the 75 percent  
7 threshold over the three years.

8 A. (Downes) Yes, I believe so. There are more  
9 factors now. There are more components to  
10 the performance incentive metric. And so for  
11 annual and -- for annual savings, certainly.  
12 Lifetime savings and benefits, we're still  
13 counting on these last two weeks.

14 Q. For this year. But if you over-achieved in  
15 the past two --

16 A. (Downes) Yes, correct. And that is --

17 [Court Reporter interrupts.]

18 Q. -- then over the three-year triennium you  
19 will have achieved 75 percent.

20 A. (Downes) Yes. And that is part of the  
21 benefit of the three-year framework is that  
22 if you have a year like this year, which was  
23 a little more difficult, it can be offset by  
24 prior years or vice versa.

1 Q. So if the change this year is to allow you to  
2 do that offset over the three years, why do  
3 you need to reduce the threshold from  
4 75 percent to 65 percent? It seems like  
5 you're getting two benefits out of that.

6 A. (Downes) So we are increasing our savings  
7 goal from approximately 3.1 percent on the  
8 electric side to 4.5 percent, which is about  
9 a 50 percent increase in our goal, which is a  
10 lot. So the threshold for achieving PI --

11 CHAIRWOMAN MARTIN: Ms. Downes,  
12 just a minute. We just lost Mr. Kreis, and I  
13 want to pause until we get him back. Let's  
14 go off the record.

15 (Pause in proceedings)

16 CHAIRWOMAN MARTIN: Let's take a  
17 break and return at 2:30. And in the  
18 interim, perhaps somebody can connect with  
19 Mr. Kreis. Thanks, everyone.

20 [Brief recess was taken at 2:14 p.m.,  
21 and the hearing resumed at 2:35 p.m.]

22 CHAIRWOMAN MARTIN: Looks like we  
23 have everyone. Mr. Kreis, there you are.  
24 Okay. Let's go back on the record.



1 Mr. Emerson.

2 MR. EMERSON: Yes. Thank you,  
3 Madam Chair. I just wanted to bring up the  
4 fact that our witness, Mr. Hill, his  
5 availability on Monday is a little up in the  
6 air at this point. We're hoping that we  
7 could finish with him today, just to assure  
8 that all questions are asked of him. I only  
9 have two redirect questions at this point.  
10 And I know there's still some time left in  
11 the hearing, but I did want to bring that up  
12 before we started now. Thank you.

13 CHAIRWOMAN MARTIN: Okay. Thank  
14 you. We will certainly do our best.

15 Commissioner Bailey.

16 BY COMMISSIONER BAILEY:

17 Q. I think we were hearing from Ms. Downes about  
18 why it was reasonable to decrease the  
19 threshold from 75 percent to 65 percent for  
20 those three metrics in the PI.

21 A. (Downes) Yes, and I am also going to invite  
22 my panelists, my co-panelists, to help with  
23 the question as well. But basically there  
24 are two issues. We were discussing the

1 three-year framework, which I think there are  
2 many reasons to have a three-year framework.  
3 And the performance incentive should be tied  
4 to performance over the term, just by nature  
5 of what the purpose of a performance  
6 incentive is.

7 In terms of the 65 percent threshold,  
8 which is a distinct issue, I would defer to  
9 Kate Peters to answer that, if that's okay.

10 Q. Sure. Ms. Peters.

11 A. (Peters) Thank you. So there are a couple  
12 things that interplay when it comes to the  
13 threshold. But the first is the amount of  
14 savings that we are looking to achieve in  
15 this next three-year plan. I had answered  
16 some questions from Mr. Dexter the other day  
17 about some of these changes that we're making  
18 and the savings target that we set.

19 The goals that we've set for this  
20 three-year plan are significantly more than  
21 the goals that we had in the past three  
22 years. And I think if you look at it, the  
23 65 percent threshold -- so 65 percent of this  
24 three-year term for the electric programs is

1           about 92 percent of what we had set for the  
2           goals of the last three-year plan. So even  
3           to meet the threshold, we're essentially  
4           achieving what we did in the past three  
5           years. So we're looking at a significant  
6           ramp-up. And that's exciting because there's  
7           a lot more efficiency that we can do here in  
8           the state, but it also comes with some level  
9           of risk. And the risk is not just the goals  
10          themselves, but the fact that typically we  
11          base plans -- you know, you do your estimates  
12          based on past experience. And we are in a  
13          time frame for these plans where our past  
14          experience, in terms of achieving savings,  
15          relied very heavily on lighting. And that is  
16          much less the case in this Plan. So we're  
17          introducing a lot of new elements and new  
18          measurements and new ways to achieve those  
19          savings at the same time that we're looking  
20          to significantly increase the savings. So  
21          there is a level of risk there that the  
22          Utilities feel is appropriately acknowledged  
23          by the adjustment to the performance  
24          incentive threshold. And we talked a little

1 bit about some of the economic risks, which I  
2 do think the three-year time frame helps to  
3 ameliorate. But as the Settling Parties  
4 looked at it, and we looked at the targets,  
5 we are in agreement that the 65 percent  
6 thresholds, as they were proposed in the  
7 September 1 filing, do make sense in terms of  
8 promoting for the Utilities an ability to  
9 really reach towards these higher goals of  
10 higher achievement here in New Hampshire.

11 A. (Mosenthal) I'd like to just add that Kate  
12 made good points that I'd agree with. But  
13 just to make sure it's clear to everybody, if  
14 the Utilities get to 75 percent or better,  
15 they won't earn any more performance  
16 incentive than they would if the threshold  
17 was at 75 percent. They simply have the --  
18 they begin the opportunity to earn at  
19 65 percent. So that band from 65 to 70  
20 minimizes some of their risk, which I think  
21 is appropriate, but does not cost the  
22 ratepayers more money, assuming they make it  
23 at least to 75 percent anyway.

24 CHAIRWOMAN MARTIN: Commissioner

1 Bailey.

2 COMMISSIONER BAILEY: Go ahead.

3 CHAIRWOMAN MARTIN: Can I  
4 interject, or do you have a follow-up? I  
5 don't want to interrupt --

6 COMMISSIONER BAILEY: I have a  
7 follow-up, but go ahead. Go ahead.

8 BY CHAIRWOMAN MARTIN:

9 Q. I think it would be helpful for me to have  
10 someone explain how the threshold relates to  
11 the spending. So if you reach the 65 percent  
12 threshold, the PI is determined based upon  
13 your actual spend. Is that going to  
14 correlate to spending? Or could you have  
15 spent 100 percent of your budget to get to  
16 65 percent of your goal? Can someone walk  
17 through that?

18 A. (Peters) Certainly. And there are a couple  
19 different metrics. So while it's true that  
20 if you were trying to reach that 65 percent  
21 threshold you could spend your entire budget  
22 trying to reach it, there's another metric  
23 that's weighted just as much as the lifetime  
24 savings, which is your net benefits for the

1 program. And so that's comparing your  
2 achieved benefits to your planned benefits.  
3 And that's where the cost comparison comes  
4 in. So if you've spent much more money to  
5 achieve your benefits than you had planned  
6 to, your net benefits are going to come in  
7 low, and you're possibly and probably not  
8 going to meet the net benefits portion of  
9 your threshold. So there is some balancing  
10 that happens there. The incentive itself has  
11 an element that encourages the utilities to  
12 spend in an appropriate manner when trying to  
13 achieve the rest of the goals. And so I  
14 think that at least partially answers your  
15 question.

16 A. (Stanley) Can I add that the one metric that  
17 is necessary for any of the utilities to earn  
18 any performance incentive is that the  
19 portfolio must be cost-effective that is  
20 deployed. So in the scenario that you  
21 mentioned, in terms of if the utilities or a  
22 utility achieved only 65 percent of its  
23 performance targets but leveraged their  
24 entire budget, it would be very unlikely that

1 the portfolio would be then cost-effective,  
2 meaning that that utility would earn zero  
3 performance incentive. So the savings  
4 achievements or performance metric  
5 achievements, they do need to closely follow  
6 spending, typically, in order to again  
7 maintain a cost-effective portfolio.

8 CHAIRWOMAN MARTIN: Okay.

9 Thank you, Commissioner Bailey.

10 BY COMMISSIONER BAILEY:

11 Q. So would you say that there's a 35 percent  
12 chance that you won't achieve your target for  
13 lifetime kilowatt hours saved?

14 A. (Downes) I don't think that's what the metric  
15 is getting at. It's not about chance of  
16 performing. It's really about what level of  
17 savings is it appropriate for the utilities  
18 to start earning a performance incentive.  
19 And given the significantly higher goal that  
20 we're going for, the Settling Parties  
21 determined that 65 percent of that largely  
22 increased goal would be an appropriate level  
23 for us to start earning performance  
24 incentive.

1 Q. But I'm trying to get at what is a true  
2 incentive. Is it just automatically if you  
3 roll out the Plan like you say you're going  
4 to do, that you get this performance  
5 incentive, or is it really an incentive to  
6 achieve it --

7 A. (Downes) Yes, I believe we do, given that the  
8 reasons that Ms. Peters was just laying out,  
9 that we would have to achieve 92 percent of  
10 the current term goal in order to start  
11 receiving any performance incentive and --  
12 does that make sense? I want to make sure  
13 that that comparison translates --

14 Q. Well, it does. But you've all said that you  
15 think you're going to achieve at least 100  
16 percent for the last triennium. So I'm  
17 trying to figure out what's an incentive and  
18 what's just revenue to do what you're  
19 supposed to do.

20 A. (Downes) So the goals from last term are not  
21 apples-to-apples to the goals from this term,  
22 as is described in the Settlement. There are  
23 a number of evaluation impacts that are being  
24 applied going forward. The lighting market



1 is changing substantially over the term.  
2 There are other factors that will make it  
3 more of a challenge for us to achieve those  
4 goals. And the goals are 50 percent higher  
5 than they have been.

6 So, given all of that, the  
7 opportunity -- we have every intention of  
8 achieving 100 percent or more of our goals.  
9 But to the extent that there is risk involved  
10 in getting there and unknowns in the  
11 marketplace, not just related to COVID but,  
12 you know, the lighting market and everything  
13 else we've talked about, the 65 percent,  
14 which is where that performance incentive  
15 lived for I can't remember how many years,  
16 but all of the years up until this year.  
17 2020 is the first year that it has gone to  
18 75 percent. I probably picked the wrong  
19 year. We're basically going back to where it  
20 was for years and years, in light of the fact  
21 that the goals have been increased  
22 dramatically and that there is uncertainty in  
23 the marketplace.

24 A. (Stanley) Can I add, too, that as Ms. Downes

1 is noting, 2020 is the first year that we had  
2 more than two metrics that needed to be  
3 achieved to earn a performance incentive. So  
4 just the fact that there's now six metrics as  
5 opposed to two that was in place for nearly  
6 18 years for a performance incentive model,  
7 it does introduce a lot more risk because  
8 those metrics didn't necessarily go  
9 hand-in-hand with each other. They don't  
10 flow nice and even. Annual savings doesn't  
11 necessarily come in at the same rate as  
12 lifetime savings. Passive demand is a  
13 completely new metric starting this year.  
14 That has not been necessarily an area focus.  
15 And this active demand reduction category is  
16 completely new. So there's a higher level of  
17 uncertainty in terms of what we could achieve  
18 going forward in the future. And as I stated  
19 previously, the 65 percent threshold level,  
20 that would still remain. That's the current  
21 passive demand threshold targets. That  
22 hadn't been elevated to the 75 percent level.  
23 And the 65 percent threshold had been in  
24 place for quite some time. So we don't think

1 we're proposing something that's drastically  
2 different, that hasn't been in our approach  
3 or our performance incentive structure for  
4 many years.

5 A. (Mosenthal) And if I could just add, you  
6 know, going to the question of what's the  
7 incentive or where's incentive, you know, one  
8 of the significant benefits of the  
9 performance incentive mechanism is that it  
10 scales. So, you know, even if a utility is  
11 really confident they're going to get to 100  
12 percent, they still have the incentive to do  
13 even better and do as well as they can up to  
14 125 percent. And similarly, if they know  
15 they're not going to meet their goal, but,  
16 you know, it's within sight to exceed  
17 65 percent, they have a strong incentive to  
18 do as much as they can. So I think that's a  
19 key part of the incentive.

20 CHAIRWOMAN MARTIN: Commissioner  
21 Bailey, I have one more follow-up. But just  
22 let me know once you get --

23 COMMISSIONER BAILEY: Okay.

24 BY COMMISSIONER BAILEY:

1 Q. So Mr. Mosenthal, then you think that these  
2 incentives are appropriate.

3 A. (Mosenthal) Yes. I will say, you know, I  
4 don't feel 75 percent is unreasonable. But,  
5 you know, I think it's appropriate,  
6 especially given that they've been there and  
7 that they are facing more risk, both because  
8 of higher goals and the wild card of we don't  
9 know what the pandemic's going to be like in  
10 2021.

11 Q. But for the pandemic, would you have -- never  
12 mind.

13 COMMISSIONER BAILEY: Okay,  
14 Chairwoman Martin.

15 BY CHAIRWOMAN MARTIN:

16 Q. I just wanted to follow up with Mr. Stanley.  
17 You mentioned the six metrics this time.  
18 And I note that they do have different  
19 thresholds. How do those inter-relate? So  
20 if I meet the threshold for one and not the  
21 other, what does that mean for the PI?

22 A. (Stanley) That means that the way the metrics  
23 work, the earnings against them are only  
24 commensurate with that percentage of the

1 total. So, for example, if Liberty Electric  
2 only achieves 64 percent of its annual  
3 kilowatt-hour savings during the course of  
4 the program term, then that 35 percent  
5 portion of the performance incentive we  
6 wouldn't be able to earn against. So our  
7 performance incentive earnings, all things  
8 being equal, would be reduced by 35 percent.

9 And I apologize. I might have said  
10 annual savings. So I think my example is  
11 specific to lifetime savings. So the  
12 lifetime savings metric represents 35 percent  
13 of the performance incentive total. So if  
14 Liberty Electric was to only achieve  
15 64 percent of its Plan lifetime kilowatt-hour  
16 savings target, we would not earn that  
17 35 percent portion of the total performance  
18 incentive.

19 CHAIRWOMAN MARTIN: Okay. Thank  
20 you. That's helpful.

21 BY COMMISSIONER BAILEY:

22 Q. Mr. Hill, did you have something you wanted  
23 to say?

24 A. (Hill) I was going to make some of the points

1           that Mr. Mosenthal made, that the incentive  
2           scale -- and it's really the threshold is the  
3           point below which you get no incentive. But  
4           there is an incentive from 65 percent on up  
5           through 125 to continue achieving savings.  
6           The budget is based on 100 percent goal  
7           attainment. But the set-up encourages  
8           performance from 65 percent up to  
9           125 percent.

10    Q.    And they don't get any more performance  
11           incentive between 65 and 125; is that  
12           correct? Either it's 65 percent or above,  
13           and then more if you get over 125 percent; is  
14           that right?

15    A.    (Hill) No. It's scaled. It's proportional.  
16           It's all along. You start being eligible for  
17           the incentive once you cross the threshold.  
18           But then the amount of incentive you earn  
19           scales from you would get 100 percent of the  
20           Plan performance incentive if you achieve 100  
21           percent of the target. You would get less if  
22           you were in the 65 to 100 percent range. And  
23           it scales continuously along that spectrum.

24                    And the other point I was going to make

1 is that, in my testimony I felt that because  
2 of the increase in the savings goals, as well  
3 as the uncertainty in the economic  
4 conditions, that the 65 percent threshold for  
5 this triennial Plan was reasonable. But I  
6 would encourage that it not be considered to  
7 set this threshold on an ongoing basis for  
8 future performance incentives; perhaps when  
9 the program is looking at less of a ramp-up  
10 and in different conditions, that 75 percent  
11 in the future might be appropriate.

12 A. (Peters) I would just like to reinforce, if I  
13 could, the point that Mr. Hill just made  
14 about how if you achieve the 65 percent  
15 threshold. You're not achieving your planned  
16 performance incentive; you're achieving --  
17 you know, 65 percent becomes the multiplier  
18 that you earn from. And the more you achieve  
19 past that towards 100 percent -- you only can  
20 get your planned performance incentive if you  
21 achieve 100 percent of the goal, and, you  
22 know, then you can earn beyond it. So that  
23 linear incentive really is there to encourage  
24 the utility to continue pursuing more

1 achievement even after they've passed the  
2 threshold. It certainly doesn't mean that if  
3 you pass the threshold you kind of stop  
4 trying for some reason. You're very much  
5 incented to continue working towards both the  
6 goal and passing the goal.

7 A. (Downes) But really the only difference is --  
8 [Court Reporter interrupts.]

9 CHAIRWOMAN MARTIN: Just one  
10 second, Ms. Downes. I just wanted to follow  
11 up with Mr. Hill.

12 Commissioner Bailey, do you mind?

13 BY CHAIRWOMAN MARTIN:

14 Q. I guess I could use a little more explanation  
15 then, because it sounds -- and Ms. Peters  
16 just was talking about how it relates to the  
17 threshold and the percentage as you increase.  
18 But if the PI is tied to the actual spend,  
19 can you give me a deeper explanation of that  
20 so that I can understand? If I spend 100  
21 percent of my budget to get to the  
22 65 percent, how do I then get additional PI?

23 A. (Hill) Well, that's a good question. The  
24 performance incentive, one way to look at it



1 is it's not tied. There's not a performance  
2 incentive, say, to spend your full budget  
3 related to spending. The performance  
4 incentives are related to other metrics, you  
5 know, that provide the benefits from the  
6 programs. And so the performance incentive  
7 metrics are all performance elements of the  
8 program. There's the net benefit metric that  
9 was mentioned before that accounts for the  
10 costs that have been expended to reach the  
11 savings targets. But you wouldn't want to  
12 set up a performance incentive that is tied  
13 to the program spending because then you're  
14 encouraging program spending without the  
15 results. So the performance incentives are  
16 tied to results, including net benefits,  
17 which is one component that ties into program  
18 spending to reach those targets. And then as  
19 Mr. Stanley mentioned, you still have the  
20 overall minimum, not just the threshold, but  
21 the overall condition that the program still  
22 needs to remain cost-effective in order to be  
23 eligible for any of the performance metrics.  
24 Does that answer your question?

1 Q. To a certain extent. I understand the  
2 metrics. But I also recall the testimony,  
3 and I looked at the attachments related to PI  
4 and how it relates to actual spending as  
5 well. So I'm just trying to get clarity on  
6 that. But we can move on. I don't want to  
7 take Commissioner Bailey's time and --

8 COMMISSIONER BAILEY: No, I don't  
9 mind. And I think if anybody has --

10 [Court Reporter interrupts.]

11 CHAIRWOMAN MARTIN: We can move on  
12 and I can ask this question again later.

13 COMMISSIONER BAILEY: Okay. I  
14 don't mind if we round out this topic. But  
15 if you want to move on, I can move on.

16 CHAIRWOMAN MARTIN: Well, if anyone  
17 else has anything to add, go right ahead, and  
18 then we'll move on.

19 A. (Downes) I would just say that the 65 percent  
20 threshold, we call it a "cliff," because if  
21 you don't reach the threshold, you earn  
22 nothing. And so that can become a  
23 disincentive if you're doing well, right.  
24 And the only difference between setting a 65

1           percent threshold and a 75 percent threshold  
2           is that you're going to start earning on the  
3           metric, the PI metric, once you've hit  
4           65 percent of that goal rather than once you  
5           hit 75 percent of that goal. The funds that  
6           you earn are going to be proportional to the  
7           achievement.

8    A.   (Peters) And I would just add to your  
9           question about spending the whole budget to  
10          get to the minimum threshold, while you could  
11          do that, you then of course wouldn't have any  
12          budget left to get past the minimum  
13          threshold, and so you would not earn your  
14          planned performance incentive necessarily.  
15          Although, the spending is a piece of the  
16          multiplier. I haven't run a scenario in  
17          terms of how it would calculate out. But if  
18          you were to spend your entire budget to get  
19          to the 65 percent threshold, I am pretty sure  
20          you would end up in trouble on the other  
21          metric related to net benefits and possibly,  
22          as Mr. Stanley noted, to your overall  
23          benefit-cost ratio for your program.

24                           CHAIRWOMAN MARTIN: Okay. Thank

1           you. That was helpful.

2 BY COMMISSIONER BAILEY:

3 Q. I'm going to move on to a different topic  
4 now. Exhibit 9 recognizes the recommendation  
5 of the Legislature in Senate Bill 125 from I  
6 think 2017 to reduce transmission costs. Why  
7 doesn't the Settlement ADR include an attempt  
8 to reduce monthly system-wide peaks?

9 A. (Peters) The Settlement Agreement notes that  
10 the Utilities would work with stakeholders to  
11 really discuss and try to understand the  
12 topic a little more and then make a proposal  
13 if it seems like that is the appropriate  
14 thing to do. I am not an expert on demand  
15 benefits, but my understanding from those who  
16 are is that those monthly peak reductions are  
17 different types of benefits than those that  
18 we typically utilize in our benefit-cost  
19 models. And I think the Settlement indicates  
20 that we feel there's just some need for  
21 additional discussion as to what the goals  
22 for that would be and what the benefits would  
23 be and how we would approach it and calculate  
24 them. And if we went through that discussion

1 and came up with a proposal that seemed to  
2 make sense for the programs to implement,  
3 then we would come back and bring that to the  
4 Commission.

5 Q. Bring it to the Commission in this triennium?

6 A. (Peters) Yes.

7 Q. Ms. Woods.

8 A. (Woods) I apologize. I'm having an issue  
9 with my -- so I missed the last thing that  
10 was said.

11 Q. I saw you raise your hand. We were talking  
12 about why the Settlement demand response  
13 doesn't include an attempt to reduce monthly  
14 system-wide peaks so that the allocation for  
15 transmission is reduced.

16 A. (Woods) So I apologize. I did not mean to  
17 raise my hand. I'm just having a little  
18 technical problem.

19 Q. Okay. All right.

20 A. (Downes) So I did actually mean to raise my  
21 hand. So I can speak to that somewhat. And  
22 the issue here is not that we're not  
23 interested in those monthly peaks. In fact,  
24 we had the potential study investigate that

1 to some extent. And there is opportunity for  
2 non-summer peak savings from active demand  
3 programs. The issue is that, under the  
4 current avoided cost framework that uses the  
5 AESC Study, that Avoided Energy Supply  
6 Component Study, there is no value that is  
7 calculatable from the non-summer peak, the  
8 non-system peak months. And that doesn't  
9 mean that there isn't benefit. It just means  
10 that under the modeling that we use and the  
11 inputs from the avoided cost study that are  
12 utilized, they're zero at this moment. So in  
13 order to make them beneficial on paper and  
14 have cost-effectiveness under the framework  
15 that we have used for the energy efficiency  
16 programs forever, we need to investigate what  
17 those other benefits would be and quantify  
18 them and get agreement that those are real  
19 and then develop additional models to capture  
20 those and measure them.

21 Q. And fundamentally, is that because there's a  
22 difference between demand response and energy  
23 efficiency?

24 A. (Downes) No. It's because there's a

1 difference between system benefits from the  
2 whole grid and localized distribution  
3 benefits from a local company, distribution  
4 company, that is reducing demand on its  
5 system. Because fundamentally, if you are  
6 reducing the distribution system costs, the  
7 costs of the system are still being borne by  
8 other users on the system. So you're just  
9 shifting costs. You're not actually reducing  
10 or delaying the need to pay for the system  
11 itself, the summer peaks, the generation  
12 systems.

13 Q. Okay. When the EM&V Working Group can't come  
14 to a consensus, what happens?

15 A. (Downes) Currently?

16 Q. Well, you can start with currently and then  
17 tell me what is in the Plan.

18 A. (Downes) So the EM&V Working Group which was  
19 set up at the beginning of this current term  
20 has been operating very effectively to both  
21 issue requests for proposals and oversee  
22 evaluation studies and to review the results  
23 of that and to agree on what to apply and how  
24 to apply it and when to apply it. We

1 recognize that there may be times when we do  
2 not all see eye-to-eye on all of the issues  
3 that are coming out of the evaluation sphere.  
4 And so the Settlement has proposed that when  
5 that occurs, that the consultant to the PUC  
6 that is hired to manage the evaluation work  
7 on behalf of the PUC, would actually be  
8 working to facilitate agreement and consensus  
9 among the working group members, and that  
10 only if that were not possible would the  
11 party -- would a party that was feeling  
12 aggrieved bring their issue to the Commission  
13 for resolution.

14 Q. And is there a reason you're not comfortable  
15 with -- if an EM&V consultant tries to get to  
16 consensus, is there any reason why that  
17 consultant couldn't make a recommendation or  
18 a decision?

19 A. (Downes) Because they're a party to the  
20 working group. So I think that we're  
21 comfortable with that party working to bring  
22 us to consensus. But there will be times  
23 when there is a difference of opinion because  
24 the consultant is contracted to the



1 Commission; therefore, there may be a  
2 difference of opinion or understanding about  
3 policy. It may be that the consultant  
4 doesn't want to make a recommendation because  
5 it's more about policy than it is about  
6 evaluation. And so I think it's for that  
7 reason that we're not comfortable, speaking  
8 for myself as a member of that group rather  
9 than others necessarily, not comfortable just  
10 having them have kind of fiat power over the  
11 decision-making.

12 A. (Mosenthal) If I can also add, you know, the  
13 way this is set up in the Settlement is that,  
14 if we can't come to consensus -- I shouldn't  
15 say "we" because I'm not necessarily part of  
16 it. If the EM&V Working Group can't come to  
17 consensus, sort of the default position is to  
18 go with the consultant's recommendation.  
19 However, it's recognized that, while I'm not  
20 a lawyer, I believe any party can petition  
21 the Commission to address the issue if they  
22 want to. So, you know, if it's a big enough  
23 issue, a party might decide to ask the  
24 Commission to make a final ruling. If no

1 party asks for that, because there could be  
2 an issue that in the end there's no  
3 consensus, but it's not a huge impact one way  
4 or the other, then it's efficient to have  
5 some process to just move on. And you need  
6 to pick something. And so the idea was that  
7 the consultant is, you know, acting  
8 independently and has expertise and that that  
9 made the most sense as sort of the default to  
10 go with. But it does not require the  
11 Commission ruling.

12 Q. So the consultant can resolve the non-  
13 consent issue, and anybody who's aggrieved by  
14 that would bring it to the Commission?

15 A. (Mosenthal) If they so choose, which I  
16 imagine likely would only happen if it was a  
17 pretty large impact on savings goals, for  
18 example.

19 A. (Downes) I think that's true. The desire on  
20 the part of all parties is to keep moving and  
21 to come to agreement. And I think our  
22 actions and activity to date have borne that  
23 out.

24 CHAIRWOMAN MARTIN: Commissioner

1 Bailey, I have a question on this one when  
2 it's convenient.

3 COMMISSIONER BAILEY: Okay. I have  
4 sort of one more question. Maybe the same  
5 question as you. I don't know. But do you  
6 want to go first or -- okay.

7 BY COMMISSIONER BAILEY:

8 Q. So the EM&V Working Group was the group that  
9 recommended that we change the 65 percent  
10 threshold to 75 percent; is that right?

11 A. (Downes) No, that is not correct. It was the  
12 Performance Incentive Working Group that made  
13 that recommendation to the Commission.

14 Q. Okay. Does the Performance Incentive Working  
15 Group work the same way, and did the  
16 Performance Incentive Working Group discuss  
17 the change from 75 back down to 65?

18 A. (Downes) The Performance Incentive Working  
19 Group sunsetted after its report was  
20 completed. And its work was completed, so it  
21 has not been meeting. I mean it doesn't  
22 exist anymore.

23 Q. Okay. Thanks.

24 COMMISSIONER BAILEY: Go ahead,

1 Chairwoman Martin.

2 CHAIRWOMAN MARTIN: That just  
3 opened up a hole bunch of other questions.

4 BY CHAIRWOMAN MARTIN:

5 Q. I'll go back to the EM&V group.

6 I noted that there was a  
7 distinction made related to matters of policy  
8 versus technical disagreements for referral  
9 to the Council. And it appears from this  
10 that anyone can seek a Commission  
11 determination on any issue. There's no  
12 distinction on those. I was just wondering  
13 why that distinction was made related for  
14 referral to the Council.

15 A. (Downes) I'm sorry. Why the distinction was  
16 made? I wanted to get your question  
17 precisely. So --

18 Q. For referral to the Council. So the way I'm  
19 reading this --

20 A. (Downes) I see.

21 Q. -- there are referrals, essentially referrals  
22 to the Commission of any type of issue. And  
23 then below it says, "Regarding any  
24 disagreement on matters of policy, as

1 distinct from technical disagreements, any  
2 member of the working group may notify the  
3 Council --

4 A. (Downes) Sure. So let me --

5 [Court Reporter interrupts.]

6 Q. As distinct from technical disagreements. I  
7 was asking about why there was a distinction  
8 there as it relates to the Council.

9 A. (Downes) Okay. So the distinction between a  
10 technical issue and a policy issue is one  
11 that is -- the technical issues are ones that  
12 are really of interest to the EM&V Working  
13 Group because they're related to the  
14 statistical and methodological issues related  
15 to evaluation, which we would not expect that  
16 members of the Council to be necessarily  
17 aware of or even interested in, or able, you  
18 know, having the background to weigh in with  
19 a degree of knowledge that would make their  
20 input valuable.

21 A policy disagreement would be more  
22 along the lines of some of the things you see  
23 in Settlement related to the application, the  
24 appropriate application of net to growth,

1           whether or not to include it, for example,  
2           because it's new to New Hampshire as a  
3           construct, and things like when to stop  
4           offering light bulbs, LED light bulbs to  
5           residential customers, given market  
6           transformation. There's information from  
7           evaluation that can inform that discussion,  
8           but the actual decision about ending an offer  
9           that has been an important part of the  
10          program raises to the level of a policy  
11          decision.

12                        So hopefully that gives you a sense of  
13           the differences there. And the Settlement is  
14           suggesting that those policy issues, which  
15           the EM&V Working Group may have information  
16           about but not want to make a decision on, or  
17           even a recommendation on, those could go to  
18           the Council for further discussion and input  
19           on a sort of broader policy level. And then  
20           either of those kinds of issues, should they  
21           become really contentious, could go to the  
22           Commission for final decision if they can't  
23           be resolved by facilitation.

24   Q.    Okay. Thank you. That helps a lot.

1 CHAIRWOMAN MARTIN: Commissioner  
2 Bailey, I had questions about how the PI was  
3 determined. And Ms. Downes just mentioned --

4 COMMISSIONER BAILEY: Go ahead.

5 BY CHAIRWOMAN MARTIN:

6 Q. Okay. Ms. Downes, or anyone who can answer,  
7 can you tell me the history on that  
8 committee, how they determined that a PI was  
9 necessary, how they determined how much was  
10 necessary, and whether that determination was  
11 made for the Plan going forward or for the  
12 last one? I'm not clear on when their sunset  
13 was. So any information on that would be  
14 very helpful.

15 A. (Downes) Sure. I can start, and I would  
16 invite my colleagues to jump in.

17 The PI Working Group was formed as a  
18 result of the last Settlement three years  
19 ago. And it looked at the performance  
20 incentive structure that had been in place  
21 for years and years to see if it could be  
22 improved. And so there was months of  
23 meetings among most of the same parties who  
24 are here today, and a report was developed

1 and issued to the Commission, and a  
2 recommendation for the term that is now  
3 ending. And that included a couple more  
4 metrics.

5 So it used to be, under the old PI  
6 framework, that we looked at lifetime savings  
7 and the -- yeah, lifetime kilowatt-hour  
8 savings or MMBtu savings for the natural gas  
9 programs and whether our benefit-cost ratio,  
10 how that related to our Plan. And that was  
11 about it. There were additional  
12 considerations under this new framework that  
13 expanded it to passive demand, or KW, as well  
14 as net benefits, which are the difference  
15 between the total net present value benefits  
16 of our programs and the costs to the  
17 utilities of offering those programs. That  
18 was developed in the context of the last  
19 term, before active demand programs had been  
20 proposed, before an energy optimization  
21 program was really fully thought through, and  
22 definitely before the pandemic.

23 So we have -- when we were working on  
24 that PI framework, we were cognizant that we



1 wanted the framework to last into this next  
2 term that we're planning for now. But we  
3 also recognized that there may be necessary  
4 changes, particularly and most prominently  
5 the active demand component, which we agreed  
6 would be -- would wait until we had more  
7 information about that before we tried to  
8 include it in the framework that we wrote up  
9 for the report.

10 So there's more to it than that, and I  
11 guess I'll stop there and see if you have any  
12 follow-up questions, or if Ms. Peters or Mr.  
13 Stanley or Ms. Woods have anything to add.

14 Q. Do you know when they did sunset --  
15 (connectivity issue)

16 A. (Downes) Sorry. When what?

17 [Court Reporter interrupts.]

18 Q. Do you know when they did sunset?

19 A. (Downes) I'm sorry. I don't know what you  
20 mean by "they" sunseting.

21 Q. The PI. You mentioned the PI Working Group  
22 or committee, whatever it's called.

23 A. (Downes) I don't, off the top of my head.  
24 But I can look it up for you.

1 A. (Peters) If I recall correctly, the PI  
2 Working Group submitted its report I believe  
3 during the summer of 2019, and then the new  
4 performance incentive structure that it had  
5 developed became effective for our 2020, part  
6 of our 2020 Plan.

7 And I agree with Ms. Downes. I think  
8 all of us who were part of that working  
9 group, we believe there were, you know,  
10 positive changes made to the structure. And  
11 we had some level of intention and hope that  
12 the general framework would also apply to  
13 this three-year plan. But we also could not  
14 predict at the time exactly what elements  
15 would be included in this three-year plan.  
16 And so it was intended to kind of make  
17 progress and move the performance incentive  
18 structure forward and begin implementing a  
19 new structure in 2020. But as we developed  
20 this three-year plan, it became clear to  
21 those of us working on the plan, especially  
22 those of us at the utilities, that we would  
23 need to propose some adjustments because they  
24 just hadn't been accounted for in the prior

1 work, notably the active demand portion.  
2 A. (Stanley) Madam Chairwoman. Oops, my  
3 apologies. I was just going to comment. I  
4 believe the first part of your question to  
5 the panel here was questioning what the  
6 genesis or reason for having a performance  
7 incentive is. And the purpose for the  
8 Utilities having a performance incentive as  
9 part of our programs here is to essentially  
10 attempt to make our investments in energy  
11 efficiency commensurate with any type of  
12 supply-side investments our businesses could  
13 be making as an alternative. And a review as  
14 part of the Performance Incentive Working  
15 Group, both the latest iteration of it that  
16 took place over this last term, from 2018 to  
17 2019, as well as the Performance Incentive  
18 Working Group that functioned back in 2013,  
19 which was the last iteration of the review of  
20 the utility performance incentive mechanism,  
21 determined that any of the utilities across  
22 the United States that had aggressive energy  
23 savings goals, consistently, all of them, had  
24 a performance incentive mechanism to go along

1 with their deployment of an aggressive energy  
2 savings portfolio. So going after aggressive  
3 energy savings targets goes hand-in-hand with  
4 utilities having available to them a  
5 performance incentive target to drive their  
6 investments into the programs.

7 Q. Okay.

8 A. (Woods) I just wanted to add that the  
9 Performance Incentive Working Group wasn't  
10 intended to be an ongoing working group. It  
11 was established I think after the last -- for  
12 this triennium just coming to -- for the 2018  
13 to 2020, to answer some specific questions  
14 and to do the review of the performance  
15 incentive and make the recommendations, as  
16 Mary said earlier. And then it was intended  
17 to sunset because the task was completed. So  
18 it wasn't intended to be an ongoing group.

19 Q. Thank you. I think I was just wondering  
20 whether anyone had considered if PI was  
21 something that was necessary going forward,  
22 or particularly in this case, and whether the  
23 level of PI had been looked at.

24 CHAIRWOMAN MARTIN: Thank you,

1 Commissioner Bailey.

2 BY COMMISSIONER BAILEY:

3 Q. Okay. Can anybody tell me if the average  
4 cost per kilowatt hour over the life of the  
5 investments in this Plan has been estimated?  
6 So if you achieve 100 percent of your goals  
7 and you spend all the money and you implement  
8 all the Plan, what's the cost per kilowatt  
9 hour of this energy efficiency initiative?

10 A. (Peters) I may have that. I need to open a  
11 document, if you don't mind. I think what  
12 you're asking is what we refer to sometimes  
13 as the "cost to achieve the cost per kilowatt  
14 hour." I think I have some --

15 A. (Downes) We do calculate that as a metric in  
16 developing our plans. And what we -- what we  
17 find is that the cost to achieve both annual  
18 and lifetime kilowatt-hour savings is  
19 increasing for a number of reasons that will  
20 sound familiar. The lighting has been a  
21 major part of our portfolio, and its measure  
22 life is shortening as codes and standards  
23 change, and we're having to find other  
24 opportunities for energy savings. Those

1 other opportunities tend to cost more to  
2 implement. And also, we are finding that as  
3 we go deeper into buildings and businesses,  
4 that we have to entice customers to  
5 participate by offering them higher levels of  
6 incentive and other services, both technical  
7 assistance and audits and whatnot. So the  
8 cost to achieve those savings -- and this is  
9 not unique to New Hampshire -- is increasing  
10 over time.

11 I was trying to give you enough time  
12 there, Kate.

13 A. (Peters) Thank you. You almost did it.

14 So I'm looking for kind of an overall  
15 planned cost to achieve. And the reference  
16 for that that I have is Exhibit 1, which was  
17 the September Plan that we filed, on Bates  
18 Page 17. And so you can see the total  
19 cumulative program funding and the lifetime  
20 megawatt-hour savings there. And so the  
21 program cost per lifetime kilowatt-hour  
22 savings there is .053.

23 What I was looking for and can't seem to  
24 put my hands on at the moment is a

1 calculation of that same number with the  
2 Settlement costs and savings because they  
3 have changed slightly. So that may require  
4 just a little more digging. I'm just -- I  
5 may have too many documents in front of me.

6 Q. Would you expect the Settlement number to be  
7 higher or lower than that?

8 A. (Downes) I think it would be higher because  
9 we've applied a lot of evaluation assumptions  
10 that are reducing our savings without  
11 reducing our costs.

12 Q. Okay. So what I was hoping to see is that it  
13 would be clearly less than the price per  
14 kilowatt hour of a generated megawatt or  
15 kilowatt. And 5.3 cents, if it's a little  
16 bit higher, I think you're bumping right up  
17 against the cost of energy supply. Am I  
18 wrong in that?

19 A. (Downes) I think the avoided cost framework  
20 that we were discussing earlier in the  
21 benefit-cost model that we put together  
22 indicates it is cost-effective. However, as  
23 Mr. Mosenthal has also pointed out, a lot of  
24 the residential energy savings that we

1           achieve is not kilowatt-hour-based but  
2           MMBtu-based from propane and -- I'm sorry --  
3           propane and delivered fuels. So we're taking  
4           the total cost of the programs and the total  
5           kilowatt-hour savings and making a  
6           relationship. What we're leaving out of that  
7           equation is the energy that we're avoiding in  
8           propane and fuel oil and other, you know,  
9           wood and other things.

10                    So I'll leave it at that and you can  
11           draw your own conclusions.

12   Q.   Is it possible to still be cost-effective and  
13       more expensive than a kilowatt hour of  
14       supply?

15   A.   (Downes) It could be, yes, based on if  
16       you're -- if you were saving fuels other than  
17       electricity or if you're increasing  
18       electricity use through, you know,  
19       interactive effects or whatever, which we're  
20       not doing. But that could happen.

21   A.   (Hill) And also, if I can, Commissioner, it  
22       depends on the categories in the Avoided  
23       Energy Cost Study. So avoided energy is one  
24       of the avoided cost components. But there



1 are other components as well that get counted  
2 against the program savings. It would be the  
3 non-fossil fuels, but then also capacity  
4 costs and other costs as well. But I mean  
5 it's a helpful metric to keep an eye on. But  
6 the retail cost of just energy -- or the  
7 wholesale cost of energy per kWh is not the  
8 only metric that's used in cost-benefit  
9 screening in the energy cost framework.

10 A. (Downes) One other issue that we have to keep  
11 in mind is that nearly 20 percent, or \$1 out  
12 of every \$5 in our budgets is going to the  
13 low-income sector by design and by plan and  
14 by legislative desire. And that money does  
15 not save very much kilowatt hours. It really  
16 is saving the fossil fuels that our  
17 income-eligible customers are using to heat  
18 their homes in the winter. We're saving some  
19 electricity, but not much from those  
20 programs.

21 Q. Okay. Thank you. Can somebody walk me  
22 through the bill impact for commercial and  
23 industrial customers using about 10,000  
24 kilowatt hours a month?

1 A. (Peters) I can get to that attachment if you  
2 give me a moment. It's Exhibit 2.

3 Q. While you're searching for that, Ms. Peters,  
4 yesterday, or the previous hearing day, I  
5 think you said that the New Plan was in  
6 Exhibit 2, and the first page of the New Plan  
7 says "New Hampshire Technical Reference  
8 Manual." Is the revised plan the same as the  
9 Technical Reference Manual?

10 A. (Peters) That's a good question. So  
11 Exhibit 2 is the revised attachments to the  
12 Plan that was submitted September 1st. So  
13 the Plan that was submitted September 1st has  
14 kind of a narrative portion that's at the  
15 beginning of it and then a whole series of  
16 attachments that are the detailed backup. We  
17 have not rewritten the narrative to reflect  
18 the Settlement Agreement, but we did revise  
19 all of the attachments to reflect the  
20 Settlement Agreement. Those are kind of the  
21 numerical backup for the energy savings and  
22 the targets and the budgets and so on. So  
23 that's why, Exhibit 2 Attachment A, which is  
24 the Technical Reference Manual, and then

1 moves into the other attachments to the Plan,  
2 but it does not include a revision of that  
3 narrative portion.

4 Q. Thank you. That's very helpful.

5 The other question I had, the other  
6 generic question I had about this document is  
7 it's labeled "Draft."

8 A. (Peters) The Technical Reference Manual at  
9 Attachment A, what we provided here when we  
10 submitted it, last week I believe, that was  
11 still the draft form. The EM&V Working Group  
12 had been working furiously to try and  
13 finalize the Technical Reference Manual,  
14 doing all the final kind of text review and  
15 edits. And I believe that now has been  
16 completed and will be filed and posted. So  
17 there were still some minor revisions to that  
18 document that were underway with the EM&V  
19 Working Group when we submitted this exhibit.

20 A. (Downes) Yes, that's true. And I want to  
21 emphasize that the TRM, or the Technical  
22 Reference Manual, is a supporting document to  
23 the Plan, and it is the basis on which  
24 savings calculations will be made. And so

1 we'd like to say it will be finished. But  
2 that document is expected to continually be  
3 updated with new measures and changes in  
4 assumptions. There's detail about that in  
5 the Settlement, you know, about how often  
6 that will be updated. But the EM&V Working  
7 Group is working collaboratively and as  
8 efficiently as possible on finalizing that,  
9 so that once we start calculating savings  
10 next year, we will have a full reference  
11 document for that.

12 Q. Okay. Thanks.

13 Ms. Peters, did you find the bill impact  
14 for the C&I customers?

15 A. (Peters) I did, yes. So it's Bates Page 424  
16 in Exhibit 2. That's the Eversource  
17 Attachment E3. So I can walk through this,  
18 and then, you know, if there are things about  
19 it I cannot answer, I know Ms. Menard on the  
20 rates panel will be able to backup with  
21 further detail when we get there.

22 But you'll see the C&I rate is the  
23 second line down. So you see the current  
24 rate and then the proposed rates for the next

1 three years. And then if you move towards  
2 the middle of the page, you'll see a  
3 current -- a bill-per-month calculation for  
4 that kind of average 10,000 kilowatt-hour  
5 customer. And then you'll see the change  
6 from the previous rate level in dollars per  
7 month. So in 2021, that customer would be  
8 paying \$47.17 more on their bill per month  
9 than they had in 2020. And then in 2022,  
10 they would be paying \$37.26 more than they  
11 had in 2021 and so on. And the last piece  
12 there is the percent change from the previous  
13 level. So that bill would go up 2.8 percent  
14 from 2020 to 2021 based on that rate, and  
15 then the same kind of calculation comparing  
16 2021 to 2022 and '22 to '23.

17 Q. Great. Thank you.

18 Okay. The last three-year plan that we  
19 approved called for a working group to  
20 evaluate alternative sources of funding and  
21 financing programs. Did that happen?

22 A. (Peters) Yes, it did. The Funding and  
23 Financing Working Group had numerous meetings  
24 over the past three years, much more

1 extensive, you know, more frequent meetings.  
2 Kind of earlier in the term we had explored a  
3 number of different avenues. And kind of  
4 based on what we found and things that were  
5 adopted into the Plan updates, that group has  
6 stopped meeting so frequently in recent  
7 months.

8 The group never identified any major  
9 funding sources that could be brought in to  
10 supplement these programs. It did identify a  
11 number of opportunities for financing for  
12 customers to help them with co-pays for  
13 projects. And the Utilities have, during the  
14 course of the three years, increased our  
15 on-bill financing offerings and created a  
16 moderate income residential offering and  
17 added a commercial on-bill offering and  
18 several things related to that piece of it.  
19 So I think we had some really good success in  
20 finding customer financing offerings during  
21 that working group.

22 In terms of grant funds, we did develop  
23 what's called the "NH Saves Partnership  
24 Program," where we brought on a vendor to

1 help us look for, identify and apply for  
2 grant opportunities that may relate to the  
3 programs. And they provided a report to the  
4 Utilities, say about nine months ago now.  
5 They kind of did a really broad look at the  
6 types of grants that were out there that  
7 might be related to efficiency in our  
8 programs and looked for areas that would  
9 match up. And again, they did not find any  
10 major funding sources that could be brought  
11 in to the programs, but they did identify  
12 that assisting some of our program partners,  
13 like the Community Action Agencies, or  
14 specific program elements to kind of identify  
15 more discrete and specific grant  
16 opportunities was something that we could be  
17 pursuing and that we have been. They have  
18 since helped a couple different Community  
19 Action Agencies apply for grant funding to  
20 help them over the course of this year,  
21 either with equipment costs or with scaling  
22 of their staffing during the pandemic. They  
23 have recently, I think, written an abstract  
24 to submit to a federal grant opportunity for

1           some workforce development funding. We don't  
2           have any indication yet whether that will be  
3           successful or asked to continue. And so  
4           there is still an ongoing effort to identify  
5           grant funding that can be supplemental to the  
6           programs and perhaps fill gaps that the  
7           programs themselves cannot fill, which is  
8           really positive, but it is not kind of the  
9           major funding source that some of us had  
10          hoped we might find when that working group  
11          kind of started its efforts back a couple  
12          years ago.

13        Q.    Was there also a working group to talk about  
14            whether somebody other than the Utilities  
15            should run these programs? Didn't we talk  
16            about that in the last triennium?

17        A.    (Peters) There was not a working group  
18            specific to it. I believe there was some  
19            language in the Settlement Agreement that  
20            kind of did not preclude another program  
21            administrator from becoming part of the  
22            discussion over the planning of this next  
23            three-year plan. In actuality, the  
24            stakeholder process did not end up proposing



1 or identifying such action. So that was not  
2 a specific working group topic.

3 Q. Were there any discussions about doing it  
4 another way, or did everybody start with the  
5 assumption that the Utilities would continue  
6 to run these programs?

7 A. (Peters) I don't recall any very significant  
8 discussions about it during the recent  
9 stakeholder process. The Utilities are very  
10 interested, as you know, in running these  
11 programs. It's very important to us. We  
12 think we have a great track record of  
13 achieving savings in New Hampshire and a good  
14 plan for moving forward. And the discussion  
15 really didn't happen past that extent that I  
16 know of.

17 A. (Downes) I think this was brought up by the  
18 Facilitator and dispensed fairly early on in  
19 the process. And it was agreed to that, for  
20 this triennium at the very least, the  
21 Utilities were the appropriate party to be  
22 carrying on the programs, given our past  
23 experience and our relations with our  
24 customers and our success in meeting goals.

1 Q. And my question wasn't to suggest that you  
2 didn't do a good job. It was just I  
3 remembered from the last triennium review  
4 that there was an idea that maybe somebody  
5 else should take over in the second  
6 triennium.

7 Mr. Hill or Mr. Mosenthal, do you have  
8 anything to add?

9 A. (Hill) I don't have anything on that point.

10 A. (Mosenthal) I don't either.

11 Q. Okay. Thanks.

12 Hopefully these are my last set of  
13 questions. But I just want to go through a  
14 few things in the Settlement Agreement. So  
15 if you could turn to Exhibit 14.

16 On Page 5, under SBC Rates, I just want  
17 to confirm that on the second line there  
18 under SBC Rates, it's 18 percent increases in  
19 2023 and not 2022; correct?

20 A. (Peters) Yes, that's correct --

21 Q. Okay. So in the next paragraph where you  
22 talk about the increase in SBC rates "reflect  
23 budget adjustments intended to achieve  
24 additional kilowatt-hour savings in the

1 residential sector," can you go over how you  
2 plan to do that since the focus on lighting  
3 has been significantly decreased?

4 A. (Peters) Certainly. So that actually is  
5 the -- I'm sorry. I was getting an echo.

6 Okay. That is the focus that we were  
7 talking about earlier on additional  
8 conversions from electric baseboard heat to  
9 heat pumps. It was kind of identified  
10 through discussion with a number of the  
11 parties that there was more opportunity there  
12 than we had included in the September draft.  
13 And so Eversource in particular did add a  
14 budget to our residential programs in order  
15 to increase the planned number of those  
16 conversions from electric baseboard to heat  
17 pumps and kind of capture and realize the  
18 energy savings that would result from those  
19 projects. So that's primarily the change  
20 that was made to do that.

21 Q. Okay. Now if we scroll down to Non-Energy  
22 Impacts, which is on Page 6 at the bottom,  
23 can you just confirm for me or clarify, this  
24 is an adder that you add to the benefits in

1 the benefit-cost test; is that right?

2 A. (Peters) That is right. And for the  
3 non-energy impacts that are being kind of  
4 settled here, they actually apply to the  
5 secondary cost testing and not to the primary  
6 cost test.

7 Q. When is the secondary cost test used?

8 A. (Peters) I may not be the biggest expert on  
9 this. In my mind, it's used as an  
10 informational view. So in all of our  
11 cost-effectiveness sheets you will see  
12 cost-effectiveness figures for three cost  
13 tests: One for our primary test, which is  
14 really the test of whether we've met a  
15 benefit-cost ratio of one or more for the  
16 programs. But two others, the utility cost  
17 test and then the secondary Granite State  
18 test, both of those have kind of different  
19 attributes to them that provide kind of a  
20 more full view of cost-effectiveness for the  
21 programs. And I'm guessing if you'd like  
22 more detail on exactly what those attributes  
23 are, probably someone else is better  
24 positioned to describe them than I am.

1 A. (Downes) This was one of the things that  
2 changed as a result of the Benefit-Cost  
3 Working Group that reviewed the cost testing  
4 for New Hampshire and has been put into place  
5 for this term. And in order to reflect the  
6 continued -- or the benefits from resources  
7 other than energy, and from costs and  
8 benefits other than those related to the  
9 utilities, the secondary cost test was  
10 retained as a means of seeing environmental  
11 benefits and health benefits and other  
12 benefits that aren't related to energy, as  
13 well as the costs, the customer costs and  
14 their contributions to the total project  
15 costs that they're incurring. So that's what  
16 the secondary cost test is for that. And  
17 then the utility cost test is fairly  
18 straightforward.

19 Q. So again --

20 A. (Hill) And I would just offer that -- sorry,  
21 You know, it's complementary, in essence, to  
22 your primary test, but it does help to  
23 capture those other non-energy benefits that  
24 policymakers, Commissioners, you know, maybe

1 want to be informed about. And, you know, if  
2 they're not in the primary test, it doesn't  
3 necessarily mean they're not there. But the  
4 agreement is to screen the programs according  
5 to the primary test and then provide this as  
6 additional information that can be  
7 complementary to that.

8 Q. Thank you. That's very helpful.

9 A. (Woods) I would just add that when the BC  
10 Working Group met and had the discussions  
11 about this, that some of the reasons to have  
12 those other two tests was if we wanted to  
13 look at some additional benefits of programs,  
14 depending how they screened in the Granite  
15 State test, or if we were going to be looking  
16 at levels of funding programs. Or it would  
17 be for sort of additional context for  
18 decision-making around programs. And also  
19 just to be -- to provide illustration about  
20 sort of a different view on the programs.

21 Q. Okay. Can we go to Page 12, the carryover  
22 paragraph. I think this says that the  
23 Commission approves updates to the  
24 benefit-cost test based on the new avoided

1 cost study that we're going to get next year,  
2 but the Commission doesn't approve changes to  
3 the Plan that come from that. Is that -- do  
4 I understand that right?

5 A. (Downes) Let me restate what the Settlement  
6 is suggesting. We know that we're going to  
7 be getting an update to the avoided cost test  
8 next year. We're going to -- and those  
9 results will be applicable starting in  
10 program year 2022, right. So 2021 is set,  
11 and that's not changing. When we get the new  
12 avoided cost test and all of the tables that  
13 go along with it, we will put those in our,  
14 in whatever is approved for our plan, in our  
15 benefit-cost plan, for years 2022 and 2023.  
16 And then we will change nothing else, and  
17 then we will provide that. And what comes  
18 out in terms of the benefits for the term and  
19 the net benefits will be our goal. And we  
20 won't be changing annual or lifetime savings  
21 goals or kW goals. But the benefits, because  
22 they're based on the avoided cost study, will  
23 in fact change.

24 Q. Can you flush that out a little bit more, the

1 benefits changing?

2 A. (Downes) Sure. So the benefits and the  
3 avoided costs are kind of the same name.  
4 It's two names for the same thing. So the  
5 benefits are based entirely, I think almost  
6 entirely, on the avoided cost -- on the AESC,  
7 on the avoided cost models that come out.  
8 And they're coming out next year, so we don't  
9 have them. So once we get them, we'll plop  
10 them into our models, change nothing else,  
11 and then provide you the new results, the new  
12 outputs. And you can see the inputs if you  
13 want as well. And that will show -- that  
14 will have an adjustment most likely downward  
15 on the benefits that will be achieved as a  
16 result of our planned programs. So all else  
17 will be held equal, and we will just adjust  
18 the benefits based on the new updates to the  
19 avoided cost study. No change -- sorry.

20 (Connectivity issue)

21 A. (Mosenthal) I just wanted to add to that.  
22 Really, specifically the thing of import that  
23 changes is the net benefits performance  
24 incentive metric goal. Because even though



1           they're not changing their Plan and the  
2           energy savings that they're planning to  
3           achieve won't change, it's simply  
4           mechanically if you plug in the new avoided  
5           costs instead of the ones they're currently  
6           using in their models, the net benefits  
7           number changes. And because the avoided  
8           costs are really outside of their control,  
9           the Settlement included that automatic  
10          adjustment.

11        Q.    Thank you. On the energy optimization pilot  
12           on Page 14, can you talk a little bit about  
13           that?

14        A.    (Peters) So the September Plan proposes an  
15           energy optimization pilot, where we would be  
16           replacing fossil fuel heating systems as a  
17           primary heat source for customers with heat  
18           pumps as the primary heat source. And to do  
19           that, you need kind of higher incentives and  
20           a different outreach model than we used for  
21           our standard heat pump programs. And along  
22           with that comes an evaluation and  
23           understanding of how energy is being saved  
24           when you shift to that model; you know, how

1 much fossil fuel is being saved, what are the  
2 impacts on electric use, et cetera. And we  
3 think that starting to explore that is a  
4 really important element of this Plan, but it  
5 was clear from the testimony and some of the  
6 discussion with parties in the docket that  
7 perhaps there were some, you know, additional  
8 clarifications or kind of a little bit more  
9 flushing out that we should do in terms of  
10 how that pilot would be put together and  
11 evaluated.

12 And so the Settling Parties had  
13 determined that the Utilities will solicit  
14 some more feedback from stakeholders and then  
15 make an additional informational filing about  
16 that pilot and how it would operate and, you  
17 know, the types of things we're looking to  
18 learn from it to the Commission. Kind of  
19 similar to how, in the past years, we  
20 provided some additional filing related to  
21 the demand pilots after the Settlement and  
22 then did a little more work and came back  
23 with additional information for the  
24 Commission.

1 Q. Would the Commission have to approve the  
2 pilot before you start it?

3 A. (Peters) I am not a hundred percent sure. I  
4 know for those demand filings, we did one in  
5 2019 and one in 2020. I think the one in  
6 2019 was explicitly approved by the  
7 Commission, and the one in 2020 we provided  
8 the information and moved forward. And I  
9 don't think there was an order on it. So I  
10 think we would look for some direction from  
11 you as to whether it's an approval or  
12 informational or if you had additional  
13 questions that needed to be answered.

14 A. (Downes) I think that, given the time frame,  
15 we would hope that it wouldn't require an  
16 order or a hearing. But of course, it's up  
17 to you if you get the report and think there  
18 needed to be more discussion of it, then of  
19 course we would comply. But we're hoping it  
20 would be self-contained and self-explanatory  
21 enough that you would allow us to begin it so  
22 that we don't lose time.

23 Q. Okay. Skipping down to the next page, can  
24 you tell me about the Eversource RFP Program?

1 A. (Peters) Yes. So the RFP Program is a  
2 program that we've run for a number of years,  
3 where we have commercial customers kind of  
4 propose projects and compete with each other  
5 in an RFP kind of format, and we can fund the  
6 projects that seem to have the best  
7 opportunity for energy savings at the best  
8 cost. And so it added in a competitive  
9 element to the programs.

10 One thing about that RFP program is it  
11 did tend to have a higher cost to achieve  
12 than our standard commercial programs. And  
13 so when we were looking to make adjustments  
14 in the Settlement process and reduce -- I'm  
15 sorry. I feel like I'm breaking up. Can you  
16 hear me okay? Yes? Okay.

17 Q. I can hear you.

18 A. (Peters) When we were looking to reduce the  
19 Eversource C&I budgets, but maintain as much  
20 energy savings as we could, one of the  
21 adjustments we made was to essentially remove  
22 the funding from that RFP program. And some  
23 of it was replaced into our standard large  
24 commercial program offerings, and some of it

1 kind of was dropped essentially from the  
2 Plan. So that's one of the shifts that we  
3 had to make as we were looking at ways to  
4 reduce the budget but still keep savings as  
5 high as we could.

6 Q. Mr. Mosenthal, can you jump to Page 17,  
7 Pending Procedural Matters, and explain to me  
8 what this OCA agreement is?

9 A. (Mosenthal) I can try, although I'm not a  
10 lawyer and I'm really not an expert in this  
11 area. However, it's my understanding that  
12 the OCA filed a motion with the Commission  
13 related really to the appropriate standing of  
14 Commission Staff, you know, in this docket.  
15 And as part of the Settlement Agreement, it  
16 was agreed that that motion would be  
17 rescinded, I guess, or repealed, whatever the  
18 words are.

19 Q. But it's rescinded if we approve the  
20 Agreement. And if we don't make the decision  
21 on the motion before that, what effect does  
22 this have?

23 MR. KREIS: Commissioner, if I  
24 might interject here briefly. I know better

1 than to object to a question asked by a  
2 Commissioner. But I would like to suggest,  
3 respectfully, that I, as the attorney for the  
4 OCA, I'm probably in a better position to  
5 answer those questions. And I would be more  
6 than happy to do that either now or at some  
7 appropriate juncture later in the hearing.

8 COMMISSIONER BAILEY: I appreciate  
9 that, Mr. Kreis. I didn't mean to overstep.  
10 I just don't really understand how this  
11 provision works. And this is the panel that  
12 is talking about the provisions in the  
13 Settlement Agreement, and that's why I asked  
14 the question.

15 Madam Chair, do you have a  
16 preference if Mr. Kreis informs us on this  
17 now, or should we wait until closing  
18 arguments? Do you have any procedural  
19 advice?

20 CHAIRWOMAN MARTIN: Normally I  
21 would say we would wait until the closing,  
22 but I think it might be helpful to hear him  
23 now.

24 COMMISSIONER BAILEY: So Mr. Kreis,

1 do you understand my question?

2 MR. KREIS: If you could restate  
3 it, that would help me I think.

4 COMMISSIONER BAILEY: Okay. This  
5 provision, as I understand it, says that  
6 you'll withdraw your motion if we approve the  
7 Settlement Agreement. But how do we approve  
8 the Settlement Agreement without deciding the  
9 motion?

10 MR. KREIS: That is -- that's an  
11 interesting question. And I understand why  
12 it feels like a "Catch-22" to you. But here  
13 I think is the intent: I wanted to use the  
14 Settlement Agreement as a basis for sort of  
15 climbing off of that particular ledge and  
16 basically dropping the issue of whether or  
17 not it is necessary for the Commission to  
18 designate any of its employees as a Staff  
19 Advocate. So I'm just trying to think of...  
20 in the event you don't approve the Settlement  
21 Agreement, then I think you have a rehearing  
22 motion that you have to -- you have a  
23 rehearing motion that you have to rule on.  
24 I'm not sure if I'm answering your question

1 very well. I'm having a little trouble  
2 understanding the metaphysics of it.

3 COMMISSIONER BAILEY: Well, me,  
4 too. So are you saying, then, that if we  
5 don't designate -- if we don't rule on the  
6 motion before we make the decision on the  
7 Settlement Agreement, and we approve the  
8 Settlement Agreement, you won't appeal the  
9 fact that we didn't make a decision on the  
10 motion?

11 MR. KREIS: Correct. Obviously,  
12 Commissioner, I can't prevent you or tell you  
13 not to make a ruling on that rehearing  
14 motion. It's still pending. So I guess a  
15 good way to think of this is I'm giving you  
16 the option to avoid making that ruling by  
17 approving the Settlement Agreement if you  
18 find that that is helpful to you in resolving  
19 the case.

20 COMMISSIONER BAILEY: Thank you.

21 MR. KREIS: That I think is the  
22 best way I can pitch that to you. It's an  
23 opportunity.

24 COMMISSIONER BAILEY: Thank you.



1           You're very kind.

2                       MR. KREIS:   Thank you.

3                       COMMISSIONER BAILEY:   And that,  
4           Madam Chairwoman, was my last question.  
5           Sorry it took so long.

6                       CHAIRWOMAN MARTIN:   Okay.  I have  
7           two questions for Mr. Hill, so I'll probably  
8           do those first.

9                       [Court Reporter interrupts.]

10   BY CHAIRWOMAN MARTIN:

11   Q.   Actually, let me start with one question just  
12       so I don't have my screen shut down again.  I  
13       have a question on the Plan, the September 1  
14       Plan.  Exhibit 1, I believe it's Page 2.  So  
15       it's Bates 218 in what was filed as "modified  
16       Exhibit 1," if that's helpful.  And there's a  
17       series of bullets that are the additional  
18       requirements.  The second bullet speaks to a  
19       minimum threshold of 55 percent.  I'll give  
20       you all time to get there.  And once you get  
21       there, just let me know.

22   A.   (Peters) I'm there.

23   Q.   So it says 55 percent of total energy  
24       savings.  What is "total energy savings"?

1           What does that mean?

2    A.   (Peters) This is a -- sorry. I'm getting an  
3           echo.

4    Q.   Sorry. That's my fault. I'll mute.

5    A.   (Peters) This 55 percent threshold has been a  
6           piece of the performance incentive for a  
7           number of years. And I believe it came into  
8           place when we started achieving fossil fuel  
9           savings in the residential program. And so  
10          we do a calculation -- I believe it's  
11          actually on some of the pages in the  
12          attachments -- where we translate all of the  
13          savings into electric savings and, you know,  
14          including the MMBtu savings that have been  
15          achieved from fossil fuels, and do a  
16          comparison to ensure that 55 percent of that  
17          total is coming from the electric measures  
18          saving electricity. And I believe the  
19          Commission had put that into place in order  
20          to assure that we were still achieving  
21          significant portions of the savings in the  
22          Plan from electric measures at the time that  
23          we added some fuel-neutral fossil fuel  
24          elements to the program.

1 Q. Okay. That makes sense. And is this bullet  
2 impacted in any way by the changes in the  
3 Settlement Agreement as it relates to the  
4 Plan, or does it stay the same?

5 A. (Peters) This stays the same.

6 Q. Okay. Thank you.

7 Okay. Mr. Hill, on Page 9 -- and you  
8 brought this up earlier -- you mentioned that  
9 you support the 65 percent threshold because  
10 of COVID and expansion of the Plan. And I  
11 don't have your language in front of me, but  
12 you suggested that going to 75 percent for  
13 future programs was appropriate. Can you  
14 elaborate on that?

15 A. (Hill) Certainly. My understanding is that  
16 the adjustment to the minimum threshold of  
17 65 percent was discussed. I wasn't part of  
18 the Performance Incentive Working Group. But  
19 it was discussed as part of the increase in  
20 the savings goals, some of the changes in the  
21 market to the calculation of the savings, and  
22 then also to some degree related to the  
23 economic conditions. So the program is  
24 ramping up, if you would, to achieving all

1 cost-effective savings that are out there.  
2 But there are some additional risks. And so  
3 lowering that threshold -- and again, it's  
4 important that it's just a threshold and that  
5 any performance incentive scales above that.  
6 But lowering the point at which, I think Ms.  
7 Downes called it the "cliff," is that there  
8 is no performance incentive. Lowering that  
9 threshold for this triennial plan, given that  
10 there's an increase in the savings target,  
11 and then also just our current state of  
12 affairs due to COVID, that seemed to be a  
13 reasonable adjustment to me.

14 A. (Mosenthal) If I could add one thing, because  
15 I think one of my answers to Commissioner  
16 Bailey may have been a little misleading.

17 I have been -- well, I was asked to  
18 present to the Performance Incentive Working  
19 Group well before the Plan started, a couple  
20 years ago I guess, by OCA. And I did include  
21 in my presentation a recommendation to  
22 increase the threshold to 75 percent, which I  
23 think in general is good practice. However,  
24 I do support the Settlement, and of course

1 the Settlement is a process of give and take  
2 on lots of issues. And I think overall the  
3 65 percent is appropriate, given the  
4 substantial increase in savings and  
5 particularly concerns about how 2021 and  
6 perhaps even beyond might play out with the  
7 pandemic.

8 A. (Hill) And Madam Chairwoman, I also noted in  
9 my testimony that I didn't think that having  
10 the threshold be 65 percent for this  
11 triennium should indicate that it wouldn't go  
12 back towards 75 percent or to 75 percent in  
13 the future. But I felt that it was  
14 appropriate for this triennium.

15 Q. Right. And as a follow-up, I just wondered  
16 how significant was the COVID impact in your  
17 analysis and whether we really need to wade  
18 through the years to consider the increase.

19 A. (Hill) That's tough to actually -- kind of  
20 how much a weight was on the COVID part of  
21 that, I'm not certain I can put a specific  
22 value on that. In the absence of COVID, I  
23 think I might have -- it's likely that I  
24 would have said sticking with the 75 percent

1 threshold might make sense, because I agree  
2 with Mr. Mosenthal, that that's generally --  
3 having a threshold like that, you don't want  
4 it to be too low. So in the absence of  
5 COVID, 75 percent might have been my  
6 recommendation. But it's hard to say what  
7 percent that played.

8 A. (Mosenthal) And I'd just like to point out  
9 that the proposal, both the September 1 Plan  
10 and the Settlement, is to shift to a  
11 three-year construct, in terms of goals and  
12 performance incentives. So, you know, I  
13 guess I wouldn't characterize it as being  
14 "stuck" with it for three years. It's simply  
15 being stuck with it for this set of  
16 performance incentives, which we don't know  
17 what the final performance is until the end  
18 of the three years.

19 Q. Okay. Thank you.

20 On Page 10 of your testimony, Mr. Hill,  
21 which is Exhibit 5, you talk about the  
22 benefits. Can you walk through those? You  
23 make high-level reference, but can you just  
24 walk through some of those more specifically,

1 please?

2 A. (Hill) Certainly. So this is Table 1 on Page  
3 10 of my testimony. And the Granite State  
4 Test benefits are in the first column, and so  
5 those sum to \$965,000,000 over the course of  
6 the three years, with utility costs of \$347  
7 million, so for a net benefit of \$619 million  
8 and the benefit-cost ratio of 2.78. That's  
9 for the three years, the variation across.  
10 Each individual year is in the table.

11 Are you asking -- would you like me to  
12 discuss the utility costs or the costs to  
13 deliver the savings and the program benefits?  
14 They, for instance, would not include the  
15 participant costs which are not part of the  
16 calculation. And so the Granite State Test  
17 benefits are based on, as we said, primarily  
18 the avoided energy cost-based valuation of  
19 the energy savings that are produced by the  
20 program.

21 Q. Okay. Thank you.

22 And this question can be for anyone.  
23 We've heard about economic impacts, positive  
24 economic impacts from the Plan that are

1 "local," I think I've heard them described.  
2 But I'm wondering specifically about New  
3 Hampshire. Do we have data related to job  
4 creation in New Hampshire specifically? Do  
5 we have data about benefits that are within  
6 New Hampshire that someone can speak to?

7 A. (Hill) I cited in my testimony, a little bit  
8 further up, some of the work that Clean  
9 Energy New Hampshire has done, some  
10 survey-based research documenting the growth  
11 of energy efficiency employment in the state.  
12 And then, also importantly, the proposed Plan  
13 has workforce development activities  
14 incorporated in it. And so both the current  
15 growth of energy efficiency employment based  
16 on the most recent plans and expanding the  
17 Plan into the future, employment and energy  
18 efficiency has been growing, I think at  
19 11 percent, based on their most recent data.  
20 And they identified that I think one in  
21 roughly -- one in five, only one in five  
22 firms indicated no difficulty in hiring new  
23 employees. So the workforce development  
24 component of the Plan I support is trying to



1 help make the -- train the workforce that  
2 will be required to help deliver the  
3 benefits, and that energy efficiency  
4 employment in New Hampshire has been growing  
5 and with this proposed Plan would be expected  
6 to continue to grow.

7 A. (Peters) If I could add, I think the Clean  
8 Energy New Hampshire research that Mr. Hill  
9 just talked about is very supportive and  
10 helpful. We did also in the Plan Narrative  
11 lay out some of the other economic and  
12 environmental benefits that the Plan  
13 achieves, starting on Bates Page 26 of  
14 Exhibit 1, Part 1. So some of these we've  
15 already talked about today and I don't need  
16 to walk through each of them individually.

17 But there's the direct energy savings  
18 and demand reduction that happens for  
19 customers. There's the cost savings that  
20 happens for customers. There's the  
21 environmental benefits overall, which, you  
22 know, arguably have their own kind of  
23 economic benefit for our state. But we don't  
24 have that quantified in terms of an economic

1 benefit. It's quantified in terms of  
2 greenhouse gas emissions reductions. We do  
3 have an estimate on jobs that's slightly  
4 different from what Mr. Hill was talking  
5 about, and it's a little more overarching,  
6 coming from a study that was used indicating  
7 that, you know, for every million dollars  
8 that are spent on efficiency, 6.2 direct jobs  
9 and 2.7 indirect jobs are supported. So it  
10 helps to kind of understand the magnitude of  
11 the employment impacts of the Plan. And so  
12 those are some of the economic benefits that  
13 we tried to articulate in the Plan Narrative  
14 itself.

15 Q. Thank you, Ms. Peters. Those jobs numbers  
16 you just gave, those are not just within New  
17 Hampshire; right? Those are more --

18 A. (Peters) Those would be from New Hampshire.  
19 So it's kind of a calculation based on a  
20 study that was done. There was a study that  
21 was done across all the states a number of  
22 years ago. But if you multiply the dollars  
23 spent in your state by these factors, and I  
24 think these factors are specific to New

1 Hampshire, that would be how many jobs are  
2 supported by the program. So it should be  
3 state-specific.

4 A. (Mosenthal) And if I can add, the numbers I  
5 cited, the 17,500 job years, was also  
6 reflecting the New Hampshire budgets, program  
7 budgets. It was based on a study done in  
8 Illinois for Commonwealth Edison territory.  
9 However, you know, I scaled that basically  
10 most similar to the way Kate's describing it  
11 to the New Hampshire budget levels. And  
12 Commonwealth Edison's programs are largely  
13 pretty similar to the electric programs here.  
14 It's an electrical-only utility.

15 Q. Okay. So I understand it's related to the  
16 budget. What I'm trying to get at, are these  
17 New Hampshire residents, or is this -- could  
18 it be regional? Sounds like, Mr. Mosenthal,  
19 yours could be regional and Ms. Peters is  
20 just applying the research to the budget.

21 A. (Mosenthal) Yeah, I think that's true.  
22 Typically the bulk of the jobs are direct job  
23 creation. So, for example, if your  
24 weatherizing a home, you're hiring people

1           that could be over the border in Vermont or  
2           Massachusetts, but, you know, are certainly  
3           relatively local contractors. It does  
4           include some jobs that are more sort of  
5           direct job creations. So, for example, to  
6           the extent customers spend their bill savings  
7           on purchasing new equipment or new consumer  
8           products, those jobs may well be outside New  
9           Hampshire.

10    Q.    Okay. Thank you.

11                    Earlier, I think when Mr. Krakoff was  
12           asking his questions, we heard about the  
13           process as to how we got the Draft Plan and  
14           moving forward. And there was a group of  
15           stakeholders that was described as "weighing  
16           in" on the July proposal. And I'm wondering  
17           whether all the stakeholders that were  
18           involved at that point were also ultimately  
19           involved in what is in the Settlement  
20           Agreement, whether they were -- whether they  
21           "weighed in" in any way, or it's just the  
22           Settling Parties.

23    A.    (Peters) So some of the stakeholders that  
24           were involved in the EERS Committee are

1           Settling Parties. But there were a number of  
2           stakeholders and voices in the EERS Committee  
3           that were not actually parties to this docket  
4           when it began and were not part of the  
5           Settling Parties. I think all of the  
6           Settling Parties were part of the stakeholder  
7           process, but the opposite is not true.

8    Q.    Okay. I just didn't know if there had been  
9           any consultation back to that group to get  
10          feedback; and if so, what that was. Sounds  
11          like -- (connectivity issue)

12   A.    (Peters) That Committee has not met. I don't  
13          believe it's met at all since we submitted  
14          the September 1 Plan.

15   Q.    Okay. Following on that, so the Settlement  
16          Agreement proposes the Advisory Council. How  
17          does the Advisory Council relate to the EERS  
18          Working Group and the EESE Board? Is there a  
19          relationship there? Is it replacing the EERS  
20          Working Group? Can anyone fill me in on  
21          that?

22   A.    (Peters) Sure. The Advisory Council is  
23          intended to replace the EERS Committee and  
24          the EESE Board stakeholder process. Rather

1 than being just a planning process, it is  
2 intended to be an ongoing forum for  
3 discussion during the course of the Plan, as  
4 well as a process for beginning discussions  
5 about the next three-year plan. It's  
6 intended to be consensus-based, which is a  
7 little bit different from the EERS Committee  
8 which had, you know, specific members who  
9 were voting members and then some input from  
10 other attendees who were not voting members  
11 and therefore didn't vote on the final  
12 outcome. And the new structure's intended to  
13 be less about committee votes and who is a  
14 member and more about a consensus-driven  
15 process, which we hope will result in, you  
16 know, a positive impact on development of the  
17 next plan. So those are some of the major  
18 differences.

19 Q. So it would replace the EERS Committee. The  
20 EESE Board itself is statutory. So how would  
21 it relate to that?

22 A. (Peters) The EESE Board I think would still  
23 exist, as long as it still exists in statute.  
24 And it has a broader set of things that it

1 works on and discusses; it's not just these  
2 programs. It's kind of clean, you know,  
3 energy efficiency and renewable energy much  
4 more broadly in the state. So I don't think  
5 that would change. But it wouldn't be the  
6 kind of focus point for the stakeholder  
7 process for this Plan, for the EERS plans.  
8 That stakeholder process would be happening  
9 in the new group.

10 Q. So the Plan would not go to the EESE Board  
11 for a vote as it did in this case.

12 A. (Peters) That's correct. Yeah.

13 Q. Okay. And so you answered one of my  
14 questions, because if it's replacing it,  
15 we're not going to have two consultants, one  
16 for the EERS Committee and one for this  
17 group.

18 The \$150,000 cap on expenses, how does  
19 that relate to what's been spent for the EERS  
20 Committee historically?

21 A. (Peters) Yeah, the consultant for the EERS  
22 Committee in this past process had a \$200,000  
23 budget for about a year and a half, or a  
24 little bit more worth of work that we did.

1           So we made some kind of broad assumptions  
2           about what might be appropriate for a  
3           consultant working with the stakeholder body  
4           each year for the three years, and that's  
5           what we determined in the Settlement.

6    Q.    Okay. Thank you. I don't know if this  
7           question has to be answered by the individual  
8           utilities, but I'm wondering about generally  
9           the administrative costs related to the  
10          programs, how the increase has impacted those  
11          and how that compares to the current plan.

12   A.   (Peters) I'm not sure that I've thought about  
13          it in that way. I think we have an  
14          attachment that was part of Exhibit 2, again,  
15          the revised attachment. There is an  
16          attachment, I think it's C, that breaks out  
17          the costs for the programs into kind of the  
18          various buckets. And those are the internal  
19          administration, the external administration,  
20          rebates and services, implementation  
21          services, marketing, EM&V. And it provides  
22          some percentages of total plan. And I don't  
23          have the current triennium in front of me, so  
24          I don't have those percentages to compare.



1 But you can look at kind of the grand totals  
2 which are on Bates Page 352 of Exhibit 2, and  
3 you'll see kind of the percentages that are  
4 allocated in the budgets to each of those  
5 items, and kind of a grand total, if you look  
6 at all the utilities and the electric and the  
7 gas, of about 2.2 percent for internal  
8 administration. I am not sure how that  
9 number compares to the current plan. I'd  
10 have to go look that up.

11 Q. Does anyone else know that comparison?

12 A. (Stanley) I can only speak for Liberty, for  
13 Liberty Gas and Liberty Electric. What we  
14 modeled for budgeting is a consistent  
15 percentage of internal administrative costs  
16 that we're anticipating relative to the  
17 budgets and goals that are being implemented.

18 One area, though, that we see more of an  
19 increase in scale of cost would be costs  
20 related to our implementation support vendor,  
21 since more of a scaling cost will be  
22 necessary from that perspective, in terms of  
23 entities who are actually doing services with  
24 customers, in terms of whether it's

1 performing things like energy audits,  
2 post-inspections, field interaction with  
3 customers to generate jobs. But again, the  
4 percentages that we modeled are very closely  
5 similar to what we've historically modeled.

6 Q. Okay. Anyone else?

7 [No verbal response]

8 Q. Okay. Ms. Peters, if you can get that  
9 information, I would appreciate it. I'd like  
10 to see how the administrative costs compare  
11 or the increased goals, as it relates to this  
12 Plan and then how it compares to the last  
13 Plan.

14 (RECORD REQUEST: Compare the  
15 administrative costs for 2021-2023 Plan  
16 to prior years.)

17 A. (Peters) Definitely. I'll note for  
18 Eversource, that our percentage for internal  
19 admin is about 1.1 percent for this Plan.  
20 Just on an initial look, that seems lower  
21 than it's been in the past. But I'd be happy  
22 to take a request and I can get you those.

23 Q. I guess I'll put that request to all the  
24 Utilities. Although, Mr. Stanley, sounds

1           like you've essentially answered that  
2           question.

3    A.    (Stanley) I'd be happy, Madam Chair, to  
4           provide our details. You know, I was  
5           speaking in generalities that the numbers  
6           are, I believe, very close to what we  
7           depicted here in the attachments Ms. Peters  
8           referenced. But we can provide our specific  
9           details as well.

10   Q.    Okay.

11   A.    (Downes) As can Unitil.

12   Q.    Thank you.

13                 Ms. Peters, you earlier testified to  
14                 sort of increased outreach. Can you describe  
15                 how you are reaching out or how you will be  
16                 reaching out and how that's different?

17   A.    (Peters) Certainly. So depending on the  
18           program and the measure, there are a lot of  
19           different ways that we can outreach and  
20           connect with our customers. Maybe I'll use  
21           large C&I as, you know, just an example,  
22           although it's kind of different for every  
23           customer group.

24                 Our primary outreach to those customers

1 is through our account executives who have  
2 direct relationships with those customers and  
3 talk to them on a regular basis about a whole  
4 host of, you know, utility-related issues or  
5 items that they might have. But we can also  
6 increase outreach to those customers by  
7 engaging with vendor partners in the field  
8 and making sure that the energy service  
9 companies that operate in the state and the  
10 distributor networks that operate in the  
11 state, in terms of selling various equipment  
12 or lighting or other things, that all of  
13 those potential partners are really well  
14 informed about our programs and how to help  
15 customers participate, which helps the  
16 vendors, you know, with their business in  
17 terms of achieving projects. But it also  
18 helps us because we have a whole network of  
19 other people who are experts in their  
20 particular area out there interacting with  
21 the customers and showing them the benefits  
22 of energy efficiency. So that's been a key  
23 focus that we've really had in ramping up the  
24 commercial programs especially.

1           We had our first-ever vendor network  
2           kick-off this year and had a really good,  
3           right before COVID, in-person meeting with  
4           those vendors. There were several hundred  
5           people there. It was really positive. We're  
6           looking to do something similar, virtually,  
7           coming up in the next couple months.

8           On the small business side, something we  
9           found that was really impactful is our Main  
10          Streets effort, where we work in a single  
11          community on a very hands-on, on-the-ground  
12          basis, to essentially go door-to-door to all  
13          the small businesses within a defined area  
14          and help them to implement projects. So you  
15          get kind of a community-based swell of  
16          projects happening, where there's some  
17          interaction between the various businesses in  
18          the community working with each other,  
19          working with their municipal partners, and  
20          working with us to do projects. So we'd like  
21          to do a lot more of that.

22          I could probably go on and on, so I'll  
23          pause maybe to see if I'm getting at what you  
24          were hoping for, and I'm happy to provide

1 more if you'd like.

2 Q. No, you did fine. Thank you very much.

3 CHAIRWOMAN MARTIN: And that is all  
4 of my questions. I appreciate Commissioner  
5 Bailey having let me interject earlier.

6 And so, Mr. Sheehan, will you lead  
7 the redirect?

8 MR. SHEEHAN: Yes, we do have some  
9 redirect. And I believe Mr. Kreis and Mr.  
10 Emerson do as well, if you have any  
11 preference for order.

12 CHAIRWOMAN MARTIN: You can go  
13 ahead whenever you're ready.

14 MR. SHEEHAN: Okay. Let me pull up  
15 something here.

16 REDIRECT EXAMINATION

17 BY MR. SHEEHAN:

18 Q. Ms. Peters, there has been a lot of  
19 discussion about impacts, positive impacts  
20 that the Plan would have on various  
21 customers. Could you just for a moment focus  
22 a little bit on the income-eligible  
23 customers, as that has also been referenced,  
24 but I don't think it's been detailed, what

1 the kind of particular impacts that those  
2 customers receive as a result of the proposed  
3 plan.

4 A. (Peters) Sorry. Had to find my mute button  
5 there. And this is a really important  
6 element of the program. We have some  
7 legislative direction on making sure that we  
8 address this customer group. And it's also  
9 an area that provides a lot of value to the  
10 state in a number of ways.

11 So this Plan is going to serve more than  
12 twice as many income-eligible customers  
13 compared to what we had planned for  
14 participants in the past three-year plan. So  
15 it's a really significant increase in terms  
16 of addressing the needs of this customer  
17 group through the efficiency programs;  
18 especially for these customers, they have a  
19 high energy burden. A large percentage of  
20 their budget is put towards energy bills  
21 compared to many of the other customers in  
22 our territories. And so when we do energy  
23 efficiency work with these customers, it  
24 frees up money in their household budget that

1 can really be used for other critical needs,  
2 such as food or necessities or healthcare or  
3 other things. It has a very high impact for  
4 these customers. And not only does the  
5 efficiency work save money, it also helps to  
6 improve health and safety elements for these  
7 families. Testing of the heating systems can  
8 detect serious concerns, such as carbon  
9 monoxide issues that the programs can  
10 address; the improved air quality from kind  
11 of tightening up the house and improving  
12 those heating systems can mean quantitative,  
13 positive health impacts, such as reductions  
14 in asthma and allergies; the reduction of  
15 drafts and improved lighting can mean that  
16 family members can focus on work and school  
17 and other aspects that really improve their  
18 quality of life. In a recent study that we  
19 did over the past term, we researched and  
20 quantified many of these benefits that energy  
21 efficiency brings to the low-income residents  
22 in our state. And I really feel that it's  
23 hard to even capture the positive impact in a  
24 kind of -- it feels very wonky to me to say a



1 lot of these things.

2 I've seen Mr. Clouthier, from Southern  
3 New Hampshire Services, give a presentation  
4 with a whole bunch of slides about actual  
5 projects that they've done and the customer  
6 impacts. And if any of you ever have a  
7 chance, I encourage you to talk with him and  
8 see that presentation because these impacts  
9 are very real in a way that's almost  
10 impossible to convey in this sort of setting.  
11 And I think it's very important that this  
12 Plan focuses a significant portion of the  
13 budget and resources and efforts on this type  
14 of work and that our income-eligible  
15 customers have the opportunity and chance for  
16 us to work with them and achieve these  
17 benefits over the next three years.

18 Q. Given the fact that we are close to the end  
19 of the year and there's a lot of work to be  
20 done to get an order out in this case, and  
21 frankly to finish this hearing, I'd like to  
22 ask you a couple questions about alternatives  
23 that the Commission might be thinking of.

24 What would be the effect of extending

1 the current funding to continue the programs  
2 into 2021? Would that be the same as  
3 continuing the 2020 plan into 2021? If not,  
4 what differences would there be?

5 A. (Peters) Sure. It would not be the same.  
6 The 2020 funding would not be able to achieve  
7 the same energy savings targets that we have  
8 for 2020 in 2021 because there are, as we  
9 were talking about earlier, changing  
10 baselines and changing EM&V applications and  
11 changes in the marketplace happening that  
12 mean the same dollars are not going to  
13 achieve exactly the same savings as they have  
14 in the past. So there would be a reduction  
15 of the savings goals compared to 2020.

16 And in addition, the Settlement  
17 Agreement and the Plan, they contain a lot  
18 of, as we've been talking about, mutually  
19 reinforcing programming that kind of accounts  
20 for our ability to move forward with the  
21 goals and the programs as projected. They  
22 have kind of a vision and a framework for a  
23 three-year structure and how we can achieve  
24 that.

1           But in order to really move in that  
2           direction, you have to adopt the whole thing  
3           in its entirety. So just an extension of  
4           2020, while certainly better than, you know,  
5           pausing the programs for some period of time,  
6           it would not be the same as kind of the type  
7           of full three-year EERS structure that we're  
8           looking for.

9                       CHAIRWOMAN MARTIN: Mr. Sheehan,  
10           you're on mute.

11                      MR. SHEEHAN: That's 'cause I  
12           didn't click the button.

13 BY MR. SHEEHAN:

14 Q.    Does the Settlement Agreement and the new  
15        three-year Plan address the context of the  
16        current economic climate; that is, are the  
17        savings targets embodied by the Settlement  
18        Agreement and Plan an advisable path for New  
19        Hampshire going forward?

20 A.    (Peters) Yes, I think they do. We've had a  
21        comprehensive and inclusive process of  
22        discussions that is consistent with the  
23        Commission direction, in terms of how to  
24        evolve the EERS and go about the stakeholder

1 process. There are concrete economic  
2 benefits that are good for the state. And  
3 the rate structure that we have is designed  
4 to be tailored to the customer utilization of  
5 the efficiency members -- sorry, measures,  
6 not members -- efficiency measures and the  
7 benefits that the Plan can achieve for those  
8 customers.

9 Q. Can the proposed three-year Plan be  
10 implemented as three one-year plans?

11 A. (Peters) No. And I think we spent a good  
12 amount of time discussing this earlier. It  
13 really is designed as a full 36-month  
14 structure.

15 And one thing we didn't talk about as  
16 much is the customer and contractor benefits  
17 of that three-year structure. We, in the  
18 past, have ended up with scenarios where we  
19 had to pause or stop programs or work with  
20 contractors to move invoices from one year to  
21 the next year because we were either running  
22 out of funding or trying to hit a certain  
23 target. And the ability to continue working  
24 on efficiency projects kind of past the

1 December 31st deadline and into January, and  
2 just kind of continue that momentum that we  
3 have in the marketplace I think is really  
4 important to the ability of our contractors  
5 and our customers to actually implement these  
6 projects and not have to worry, you know, is  
7 it December 15th or is it January 20th, and  
8 does that mean, you know, I have some  
9 different offer or that I can or can't do my  
10 project in that time frame. So I think the  
11 three-year structure is really important.

12 Q. And I suppose you're also saying that  
13 continuing with the three-year structure  
14 helps with the program administration so that  
15 the program itself can continue  
16 uninterrupted.

17 How long would the program continue  
18 without significant disruption should the  
19 Commission not approve the three-year plan  
20 and some other approach?

21 A. (Peters) So if the plan were not approved in  
22 kind of a comprehensive way, we would be left  
23 with a number of questions that would have to  
24 be answered. And so it would not kind of

1 self-sustain for a long period of time. We  
2 would really have to figure out -- there are  
3 a number of new elements here that I think  
4 are important new elements, and we would have  
5 to figure out how and if to move forward with  
6 them: The conversion of the active demand  
7 offerings into programs; the energy  
8 optimization pilot; the workforce development  
9 efforts that we talked about earlier; some of  
10 these new offerings that we're looking to  
11 implement for customers to give them new ways  
12 to interact with the programs. There's a  
13 codes and standards effort there that we are  
14 going to work with building codes officials  
15 around the state to improve their education  
16 and ability to ensure that our new buildings  
17 in the state are built to code, and even  
18 above code when possible. That's a  
19 multi-year effort that we'd like to get  
20 started with.

21 So all of these things would be in limbo  
22 unless we had some kind of comprehensive view  
23 as to how we were going to approach them over  
24 time.

1 Q. Would there be any aspects of the proposed  
2 three-year plan that would not be addressed  
3 should the Commission simply extend funding,  
4 or even if they increased some funding but  
5 did not approve the proposed three-year plan?

6 A. (Peters) I think it's mainly the things that  
7 I just talked about. And then, you know, if  
8 the funding level were different from what  
9 we've proposed, we would also have to go  
10 through a process of determining, you know,  
11 what gets cut, essentially. We talked  
12 earlier about how Eversource, you know, to  
13 come to the Settlement Agreement, had removed  
14 funding from an offering that we had. And  
15 all sorts of decisions like that would need  
16 to happen. And we'd really need to make sure  
17 that we were approaching an adjustment in a  
18 way that kind of maintains the core elements  
19 of the program and maintains energy savings  
20 as much as we can. And we would have to  
21 figure out what gets eliminated and what  
22 stays and how do those adjustments get made.

23 Q. And finally, could you sort of outline the  
24 Settling Parties' recommendations for the

1 Commission. Certainly you speak with a  
2 Utility voice, but you're also on that stand  
3 on behalf of all the Settling Parties.

4 A. We recommend that the Commission adopt the  
5 2021 to 2023 Statewide Efficiency Plan as  
6 amended by the Settlement. If the Commission  
7 determines it's not possible to approve the  
8 full plan by December 31st -- I recognize we  
9 are on a time frame here -- I would recommend  
10 the Commission at least approve continued  
11 funding for the EERS programs until a more  
12 comprehensive determination is made in this  
13 docket. I think one of the worst things that  
14 could happen in the marketplace would be a  
15 complete pause or stop for our contractors  
16 and our customers.

17 If there were more than a short-term  
18 delay in the review or the determination, I  
19 think we'd need to request that the  
20 Commission provide some key parameters or  
21 adjustments that you want to see met in a  
22 reasonable timeframe for the thoughtful work  
23 I was just describing a few minutes ago, in  
24 terms of how we can make sure that our



1 efficiency offerings here in New Hampshire  
2 are achieving as much as they can and as  
3 comprehensive a way as we can and not drag  
4 them too far backwards in terms of the energy  
5 savings that they would achieve.

6 But I really do pose that the last  
7 consideration there shouldn't be necessary  
8 because the Plan before the Commission is  
9 truly a good plan. It provides a clear path  
10 forward to achieve energy efficiency results  
11 for New Hampshire. The savings targets in  
12 the Settlement Agreement were developed in  
13 the midst of economic uncertainty. And not  
14 only is the Settlement Agreement the only  
15 recommendation, full recommendation in front  
16 of the Commission, it's the only one that's  
17 taken that entire landscape into context.  
18 And the Plan was developed with input and  
19 insights from numerous stakeholders through  
20 many discussions and iterations in a thorough  
21 process that we cannot replicate or replace  
22 in the few days of these hearings.

23 And most importantly, I think, although  
24 sometimes in the planning role we spend the

1 least time talking about it, but most  
2 importantly, this Plan provides more  
3 opportunities and options than we have ever  
4 had before to help customers implement energy  
5 efficiency and reduce their energy bills; the  
6 ability for C&I customers to participate more  
7 easily by purchasing efficient products  
8 directly from distribution partners, and also  
9 by working with them on larger, comprehensive  
10 projects. We have a new offering that we're  
11 working on for low-temperature freezers with  
12 all kinds of biotech and pharmaceutical in  
13 hospital settings that's really exciting  
14 right now and important. We have customers  
15 who are working with us on projects and  
16 waiting to hear from us what our energy  
17 efficiency commitment is going to be for them  
18 for the next three years because they want to  
19 expand. And they see opportunities in New  
20 Hampshire, and they want to make sure they're  
21 doing it in an efficient way. We have the  
22 Main Streets effort that I talked about to  
23 engage with small businesses. We have a high  
24 level of commitment to provide services to

1 the income-eligible population, more  
2 opportunities for residents to get an energy  
3 assessment, new pathways. I could probably  
4 go on and on.

5 But the overall point is that investing  
6 in energy efficiency is the best way to help  
7 customers in New Hampshire reduce their bills  
8 so that they're not unnecessarily spending  
9 their money on energy that is being wasted.  
10 That is the counterfactual of this Plan.  
11 It's not just about the long-term lowering of  
12 utility revenue requirements or the positive  
13 cost-benefit tests based on avoided energy  
14 supply costs. It's about the approximately  
15 \$1 billion that customers will not have to  
16 spend on retail energy purchases because  
17 they've implemented measures through these  
18 programs and reduced their energy use by the  
19 millions of kilowatt hours and MMBtus that  
20 are saved through this Plan.

21 This Plan as amended by the Settlement  
22 is good for customers. It is good for the  
23 environment. It is good for the economy.  
24 And it is a body of work that New Hampshire

1 should be proud to stand behind to implement  
2 and to realize the multitude of benefits that  
3 will result for electric and natural gas  
4 customers in our state.

5 MR. SHEEHAN: Thank you. And I  
6 apologize. I skipped over one that I think  
7 is probably best brought forward to Ms.  
8 Downes to answer.

9 Ms. Peters' reference to the importance  
10 of maintaining a three-year plan structure  
11 with respect to the PI, the performance  
12 incentive, why is it important that it be  
13 calculated over the course of the three years  
14 as opposed to annually?

15 A. (Downes) The three-year structure was agreed  
16 to by all parties very early on in the  
17 stakeholder process, and not just by the  
18 Settling Parties. And that includes by  
19 Staff, as well as the Business and Industry  
20 Association, and other people who were both  
21 an integral part of the process, as well as  
22 those who came in and spoke to stakeholders  
23 at a public hearing.

24 In order to really be effective and

1           actually be a performance incentive, the PI  
2           framework must be based on the term goal. It  
3           is otherwise not actually a performance  
4           incentive for the term. Because the EERS  
5           goals are to be achieved over the three-year  
6           timeframe, the Utilities and our partners  
7           will have the flexibility to adjust not only  
8           to the changing lighting market that we've  
9           talked a lot about, and also the impacts from  
10          changing federal appliance standards and  
11          building codes that will take place under a  
12          new federal administration, as well as local  
13          changes that may take place over the  
14          three-year period, but as well as the  
15          economic recovery from COVID. The timing of  
16          all of these and other market changes are not  
17          neatly tied to an annual calendar. And the  
18          Utilities, by having the three-year term,  
19          will be able to adjust to those and react to  
20          those in real time, knowing that there is a  
21          ramp to achieve the goals over the three-year  
22          term.

23                    An annual PI framework necessarily  
24                    translates to annual goals. There's no other

1 way to mathematically calculate the  
2 performance incentive if it's on an annual  
3 basis with annual goals. And that would  
4 completely undermine the whole effect of  
5 having a three-year term.

6 So that's basically the answer to why a  
7 three-year term -- or that the three-year  
8 term is necessary and that the PI must be  
9 based on the three-year term.

10 MR. SHEEHAN: Thank you. Madam  
11 Chair, that's all the questions I have.

12 CHAIRWOMAN MARTIN: Okay. Thank  
13 you.

14 Ms. Robidas, I want to check in  
15 with you. We're at 4:47. Are you able to  
16 continue? We have a couple more attorneys.

17 (Brief discussion off the record.)

18 CHAIRWOMAN MARTIN: All right. Mr.  
19 Kreis, I heard you have questions.

20 MR. KREIS: Yes, thank you. I  
21 hesitate to add anything to those two  
22 excellent perorations I just heard from Ms.  
23 Peters and Ms. Downes. But I just have a few  
24 questions for Mr. Mosenthal, and I think I

1 can get through them fairly quickly.

2 REDIRECT EXAMINATION

3 BY MR. KREIS:

4 Q. Mr. Mosenthal, at some point in your  
5 testimony, last Thursday I think it was, you  
6 said that if the Commission approved the  
7 Settlement Agreement, then rates would be  
8 going up, I think you said "a little bit."  
9 What did you mean by that exactly? I think  
10 you have to take yourself off mute.

11 A. (Mosenthal) Sorry. You know, I certainly did  
12 not want to imply that we're not asking the  
13 Commission to approve significant increases  
14 in the SBC. It was really more that I think  
15 it's important to take those increases in the  
16 full context of the rest of retail costs and  
17 what it takes for a customer to offset them.  
18 The SBC is never the largest component of the  
19 cost of electricity for customers, or the  
20 LDAC for gas, for that matter. You know,  
21 they've got distribution rates, they've got  
22 transmission costs, they've got energy costs.  
23 In fact, you know, I took a look at the state  
24 average cost per kilowatt hour by sector that

1 EIA publishes. And, you know, the current  
2 ones are over a penny less than they were a  
3 year ago for residential and about .6 percent  
4 less -- or .6 cents less than on commercial.  
5 So the entire increase between 2020 and 2023  
6 on the residential side is lower than the  
7 reduction the customers are enjoying right  
8 now simply because of market forces.

9 And as I indicated in my rebuttal  
10 testimony, the residential customers, you  
11 know, can offset these increases with a few  
12 light bulbs. So it was in that context that  
13 I was really referring.

14 Q. Thank you. Last Thursday, Mr. Buckley asked  
15 you some questions about participation rates  
16 among C&I customers. And just to get  
17 everybody's head back into what we were  
18 talking about back then, in your rebuttal  
19 testimony which you just mentioned -- that's  
20 Exhibit 11, by the way -- beginning on Bates  
21 Page 11 of your rebuttal, you essentially  
22 urge the Commission either not to find or at  
23 least not to assume that only a few C&I  
24 customers take advantage of the New Hampshire



1 Saves programs. Would that be a fair  
2 statement of the point you were making in  
3 your rebuttal?

4 A. (Mosenthal) Yes.

5 Q. And then you noted, beginning on Line 18 of  
6 that page of your rebuttal testimony, that a  
7 study conducted in Massachusetts last year  
8 found extremely high C&I participation. Is  
9 that correct?

10 A. (Mosenthal) Yes, that's correct.

11 Q. And so I assume, and I assume you assume,  
12 that that is what caused Staff to take a few  
13 pages of that study from Massachusetts and  
14 mark it for identification as Exhibit 26.  
15 Would you agree with that?

16 A. (Mosenthal) Yes. You know, I think that Mr.  
17 Buckley, you know, questioned me on that and  
18 specifically pointed me to some tables that  
19 showed participation levels by different size  
20 customers, and that for the smaller customers  
21 the participation numbers reported were  
22 smaller and, therefore, the overall C&I  
23 participation rates were less.

24 Q. Can you explain why you think that was the

1 case, that the participation rates for the  
2 small C&I customers in Massachusetts was  
3 relatively lower than the participation rates  
4 of the bigger C&I customers?

5 A. (Mosenthal) Sure. I mean, there's a number  
6 of reasons and issues going on there. You  
7 know, one of them, I had brought up the  
8 upstream programs. And Mr. Buckley was under  
9 the impression, or at least the impression I  
10 had from his question, was that he thought  
11 that the upstream program participants were  
12 included because of a note on the table  
13 saying that it was including unlinked  
14 accounts. I did go back and check the  
15 report, and they define "unlinked accounts"  
16 really as not anything to do with upstream,  
17 but simply account numbers in their  
18 efficiency program database that they can't  
19 link to any account number in their billing  
20 data; so, you know, either errors, or perhaps  
21 it could be a customer that went out of  
22 business. I don't know how far back they go  
23 in the billing data.

24 But on Page 49, it does talk about

1 upstream programs. And it indicates that  
2 they are included, to the extent that an  
3 account number was actually recorded that  
4 matches the billing data. And for C&I  
5 customers, you know, in Massachusetts,  
6 there's really two big upstream programs  
7 they're running, HVAC and C&I lighting. And  
8 the account numbers that are going to be  
9 recorded tend to be either on the HVAC  
10 side -- somebody buying a new furnace or  
11 boiler or central air conditioner, 'cause  
12 those are big products. And a lot of C&I  
13 lighting program works through the wholesale  
14 distributors. So those are distributors  
15 selling to basically contractors and a few of  
16 the largest customers directly. And they are  
17 expected at least -- I know I was involved in  
18 the design of that program, so I know at the  
19 time, anyway, part of plan was that the  
20 distributors were required to report account  
21 numbers -- or not account numbers, but  
22 addresses, anyway, so that they could track  
23 where they were going.

24 But small C&I customers aren't going to

1 distributors to buy their light bulbs  
2 wholesale. You know, they're buying at the  
3 retail level where no account numbers are  
4 recorded. So I believe that the small C&I  
5 customers, unless they're doing a complete  
6 lighting retrofit of their entire building  
7 and hiring a contractor, are probably not  
8 going to be included in these numbers.

9 Q. Mr. Mosenthal -- oh, I'm sorry. I didn't  
10 mean to interrupt.

11 A. (Mosenthal) Well, I was -- yeah, go ahead.

12 Q. Well, just in general, if the concern here is  
13 about non-participation by small customers,  
14 what would you recommend with respect to  
15 doing something about that?

16 A. (Mosenthal) Well, I'd recommend, actually,  
17 expanding the programs. You know, first of  
18 all, I looked at the smaller strata in  
19 Table 5.3 that Mr. Buckley pointed me to.  
20 And those customers, their average usage is  
21 less than 3500 kilowatt hours a year. That's  
22 less than half of a typical residential home.  
23 And so I did a calculation on that. And  
24 literally, buying two LED reflector bulbs or

1 flood lights would be enough to offset their  
2 entire rate increase. And that's the full  
3 2023 Eversource increase compared to 2020.

4 But, you know, the other thing to  
5 remember is the primary program, other than  
6 the upstream programs where customers can buy  
7 products at retail, is the small business  
8 direct-install program. That's the kind of  
9 program that you're not going to participate  
10 in every year like some of these large  
11 customers that have lots of things going on.  
12 It's a comprehensive program to go in and  
13 retrofit all the lighting and do other  
14 cost-effective measures. And he pointed to  
15 the fact that there was a 2-1/2 percent  
16 participation rate among the smaller strata.  
17 Now, remember, that's just in 2017. And  
18 Massachusetts has been running that program  
19 for 30 years. So it's very likely they have  
20 actually reached more than half of their  
21 small customers. But really, the important  
22 thing to keep in mind is the limit on those  
23 customers' participation is not really driven  
24 by their willingness or interest in

1 participating. That program is kind of like  
2 the low-income programs, where it's simply a  
3 matter of how much money are you willing to  
4 spend and how much are you going to do.

5 You know, I actually did a study back in  
6 1999 that was published in the proceedings of  
7 the International Energy Efficiency Program  
8 Evaluation Conference. They looked at  
9 participation rates in small business  
10 direct-install programs, including  
11 Massachusetts, and found that of the  
12 customers that were directly offered the  
13 service, 80 percent of them followed through  
14 and installed the measures. So the desire is  
15 there, and it's simply how much are you  
16 willing to do in any one year. And, you  
17 know, just like low-income programs typically  
18 treat a couple of percent a year and actually  
19 have waiting lists, it's the same kind of  
20 thing with small business on the more  
21 comprehensive programs.

22 Q. Okay. Let me just quickly turn to a couple  
23 other subjects and then I'll relinquish the  
24 floor.

1           Both Mr. Dexter and then Commissioner  
2           Bailey asked you some questions about the  
3           ACEEE score card. Did I understand you  
4           correctly to state that the ACEEE just  
5           released its 2020 score card today?

6    A.   (Mosenthal) I believe it was today. I became  
7           aware of it today, anyway.

8    Q.   And as I think I heard you and a couple of  
9           your colleagues on the panel testify, New  
10           Hampshire is now ranked No. 18 overall and  
11           No. 13 with respect to utility and public  
12           benefits programs? Am I remembering that  
13           correctly?

14   A.   (Mosenthal) I personally did look this  
15           morning at the table specific to utility  
16           programs, so I can confirm that was No. 13 --  
17           13th place. It was someone else who  
18           mentioned the 18th place overall, which I  
19           assume is correct, but I have not actually  
20           verified.

21   Q.   Understood. And did I hear you testify, I  
22           think I'm remembering this correctly, that  
23           New Hampshire earned a total of three out of  
24           seven points for program savings?

1 A. (Mosenthal) Well, I misspoke on the total  
2 number of points for utility program savings  
3 overall. There's 20 overall points, of which  
4 New Hampshire earned 10. As a point of  
5 comparison, Massachusetts earned 19.5 out of  
6 20.

7 Q. And would you agree with me, subject to  
8 check, that in both the 2019 and 2020 score  
9 cards, to get all of the possible points for  
10 energy savings through the energy efficiency  
11 program, you would have to -- the state  
12 program would have to save at least 2 percent  
13 of electric sales annually?

14 A. (Mosenthal) I'm not sure whether that's -- I  
15 don't know the details of exactly how they do  
16 all the scoring. So I can't say.

17 Q. Sure. Okay. Would you further agree with  
18 me, subject to check, that Massachusetts,  
19 Rhode Island and Vermont all earned the  
20 full -- got full credit for program savings?

21 A. (Mosenthal) I don't have it pulled up right  
22 at the second. But it's my memory that  
23 Massachusetts and Rhode Island got 19.5  
24 points out of 20. And my guess is they got



1 full credit on the electric program savings  
2 levels. There was a number of different  
3 categories there. And I believe Vermont  
4 scored 17.5. So they all scored very close  
5 to a perfect score, and much higher than New  
6 Hampshire.

7 Q. Is there anything about either the 2019 score  
8 card or the 2020 score card and the fact that  
9 New Hampshire's standing seems to be on the  
10 upswing? Does any of that suggest to you  
11 that we should ease up on the energy  
12 efficiency throttle?

13 A. (Mosenthal) No. No. As I explained, I think  
14 there's -- and Kate was very eloquently  
15 explaining before me -- there's a lot of  
16 economic benefits. There's a lot of direct  
17 customer bill savings. There's customer  
18 health and safety improvements. There's  
19 improvements to the overall economy. It is  
20 the cheapest resource, so we are going to  
21 spend more in the long run if we don't  
22 capture as much cost-effective efficiency as  
23 possible. And, you know, Maine is the only  
24 New England state that was below New

1 Hampshire. So we are still lagging in the  
2 region, I would say, and have plenty of room  
3 for improvement that's important to do.

4 Q. Commissioner Bailey asked you some questions  
5 about amortization, and I just want to make  
6 sure the record is clear about this.

7 Is the OCA advocating that we rely on  
8 amortization to mitigate the rate impacts of  
9 the ratepayer-funded energy efficiency  
10 programs.

11 A. (Mosenthal) No. The OCA has signed the  
12 Settlement, and we support the Settlement,  
13 which does not include the amortization. We  
14 did bring it up in the EERS Committee  
15 primarily as an issue because we wanted to  
16 see significant ramp-ups in savings, which  
17 would necessarily mean budgets as well. And  
18 Staff had expressed concerns about increasing  
19 budgets, and so we felt this was one possible  
20 option that could be considered to minimize  
21 the rate impacts.

22 Q. Okay. I think this is the last thing I need  
23 to ask you about.

24 Commissioner Bailey asked you some

1           questions about the extent to which anyone  
2           ever raised the possibility of moving to a  
3           third-party program administrator and no  
4           longer relying on the Utilities as program --  
5           to deliver the programs.

6                        Would you agree with me that this is a  
7           possibility that the OCA has raised from time  
8           to time over the last year or two?

9    A.   (Mosenthal) Yeah.  You know, I think it's  
10   certainly a possibility.  I know I've heard  
11   OCA bring it up at least once.  I do think  
12   that the Utilities are doing a good job and  
13   certainly capable of doing this.  But it's  
14   certainly an option.

15   Q.   Indeed.  And you anticipated my last  
16   question, which is, given that some states  
17   have a third-party administrator, other  
18   states don't, do you have any about whether  
19   the Utilities are able to do an excellent  
20   job, and do you have any doubts that New  
21   Hampshire should continue to rely on  
22   Utilities as program administrators if we  
23   really want our energy efficiency programs to  
24   be as excellent as possible?

1 A. (Mosenthal) No. I think I'd prefer that  
2 model. I will say that as, you know, the  
3 primary author of the original plan to create  
4 Efficiency Vermont in the state of Vermont,  
5 as the nation's first energy efficiency  
6 utility, you know, I think that's a model  
7 that can work well. I have seen some  
8 drawbacks to it over the years because  
9 utilities have other advantages, like the  
10 relationships with their customers, the  
11 easier access to data which has to be treated  
12 very confidentially, things like that.

13 I will point out, at the time, Vermont  
14 was not a deregulated state. It didn't have  
15 performance incentives, I don't believe. And  
16 the utilities -- and there were lots and lots  
17 of municipal and cooperative utilities that  
18 really weren't able to deliver programs. I  
19 think in New Hampshire, especially if you  
20 look to Massachusetts, where most of the New  
21 Hampshire Utilities also operate, the  
22 Utilities have proven that they can do a very  
23 good job with aggressive goals and do it  
24 cost-effectively.

1 MR. KREIS: Excellent. Chairwoman  
2 Martin, I believe those are the only  
3 questions I have on redirect.

4 CHAIRWOMAN MARTIN: Okay. Thank  
5 you.

6 I think Mr. Emerson had questions.  
7 Do you have any questions, Mr. Emerson?

8 MR. EMERSON: Yes, Madam Chair.  
9 Just a couple quick ones. Thank you.

10 CHAIRWOMAN MARTIN: Okay.

11 REDIRECT EXAMINATION

12 BY MR. EMERSON:

13 Q. So, Mr. Hill, I know Mr. Mosenthal just  
14 touched on this in one of his responses, but  
15 may I ask you, in Attorney Dexter's  
16 questioning of the panel, he referred a  
17 number of times to the change in the system's  
18 benefit charge as a "rate increase." Do you  
19 agree that the change in the SBC should be  
20 referred to as a "rate increase"?

21 A. (Hill) I think it's helpful to refer to it as  
22 an "increase" in the SBC rate as opposed to,  
23 you know, if you say there's a "doubling" of  
24 rates. Typically people might assume that's

1 the doubling of the entire retail rate. And  
2 as was just discussed, the SBC charge is a  
3 small component of the overall retail rate.  
4 So I think generally it will help to inform  
5 people more accurately to call it the "SBC  
6 rate increase" and not "doubling." Doesn't  
7 necessarily mean the overall rates are  
8 increasing. So I think referring to it just  
9 as "rates" can be -- can lead to some  
10 confusion.

11 Q. Thank you. Also in Attorney Buckley's  
12 questioning, he asked you about a statement  
13 in your rebuttal testimony regarding a  
14 statement you made about a proposed hard cap  
15 on the SBC, or the Staff's proposed hard cap  
16 on the SBC. You didn't get a chance to fully  
17 explain that statement on cross-examination,  
18 so I wanted to give you a moment to do that  
19 now.

20 A. (Hill) Yes. Thank you. There's several  
21 places in Ms. Nixon's testimony that address  
22 the SBC rate increases. For example, on  
23 Page 10, Line 3, she states that in 2020, all  
24 the SBC rates are below one cent per kWh. As

1 proposed, Eversource has the highest total  
2 C&I SBC rate at 2.432 cents per kWh, and all  
3 the other Utilities' proposed total SBC rates  
4 are under 1.7 cents. Later on that same  
5 page, on Line 17, she states the annual  
6 increase from 2017 to 2020 was about 20 to  
7 30 percent per year.

8 There are also a couple places where  
9 keeping the SBC rate impact between companies  
10 is discussed in her testimony. On Page 13,  
11 at Line 18, it says, "But the rates should be  
12 somewhat similar between companies." And on  
13 Page 14, starting at Line 1 and forward, it  
14 then says that's not the case proposed here,  
15 where Eversource is at 2.432 cents, while  
16 Liberty's C&I customers will see -- will pay  
17 half of that in terms of the SBC rate  
18 increase.

19 So what I would note is that the  
20 Utilities and the stakeholder planning  
21 process that's been described by the  
22 different parties here, the planning process  
23 and the objectives would be entirely  
24 different if the Utilities were given the

1 mandate to develop programs that don't exceed  
2 a certain percent increase, 20 to 30 percent  
3 annual increase in the SBC rate. It would  
4 also be different if the directive was to  
5 propose plans and budgets so that the SBC  
6 rate impact is the same across all utilities  
7 or across all customer sectors, or to limit  
8 the SBC rate increase to a specific level.  
9 Those aren't the planning framework under  
10 which these plans were developed.

11 From discussions that I've had with  
12 Clean Energy New Hampshire's executive  
13 director, who was involved in all of the  
14 stakeholder meetings, my understanding is on  
15 numerous occasions during the stakeholder  
16 process, Staff stated positions that the SBC  
17 rate increase should be no more than a penny,  
18 or perhaps a penny and a quarter. So while I  
19 recognize my rebuttal testimony may have  
20 overstated Staff's position as being a "hard  
21 cap," I think I would perhaps modify that to  
22 state that I consider the testimony to put  
23 undue weight on the SBC rate impact as  
24 opposed to the cost-effectiveness of meeting



1 savings targets, which is the planning  
2 framework under which the Plan was developed.

3 And finally, I would note that Ms. Nixon  
4 states on Page 15, at Line 3, "Staff  
5 recommends Eversource revise the [sic] C&I  
6 customer budgets to better balance short-term  
7 rate impacts with the long-term goal of  
8 achieving all cost-effective energy  
9 efficiency, keeping them more in line with  
10 the short-term rate impacts of the other  
11 utilities."

12 That is, in essence, what the Settlement  
13 Agreement that Clean Energy New Hampshire  
14 supports is proposing. It did just that. So  
15 it's up to interpretation what kind of,  
16 quote, "more in line," would mean, in terms  
17 of more in line with the other rate impacts.  
18 But I support the proposed Settlement as an  
19 appropriate adjustment and that it explicitly  
20 did -- you know, it changed the proposed Plan  
21 to address those concerns.

22 MR. EMERSON: Thank you. That's  
23 all I have.

24 CHAIRWOMAN MARTIN: Okay.

1 Commissioner Bailey, do you have follow-up  
2 questions?

3 [No verbal response]

4 CHAIRWOMAN MARTIN: I'm sorry,  
5 Mr. Dean.

6 MR. DEAN: I do have redirect  
7 questions for Ms. Woods, which will hopefully  
8 be just housekeeping. And by way of a  
9 spoiler alert, if you have access to what's  
10 been marked as Exhibit 20, that will be the  
11 subject of the questions.

12 REDIRECT EXAMINATION

13 BY MR. DEAN:

14 Q. Ms. Woods, do you recall there were a series  
15 of questions by Attorney Dexter at the close  
16 of Monday's hearing, or near the close,  
17 concerning the Utilities' response to a  
18 technical session data request that has now  
19 been marked for identification as Exhibit 32?

20 A. (Woods) Yes, I do.

21 Q. And those questions and that exhibit concern  
22 a chart that documented the Utilities'  
23 compliance with the 17 percent and 20 percent  
24 requirements for the HEA programs?

1 A. (Woods) Yes.

2 Q. Do you have in front of you the one-page  
3 document that's been marked as Exhibit 20?

4 A. (Woods) I do.

5 Q. And did you prepare that document?

6 A. (Woods) I did.

7 Q. Thank you. Can you please tell the  
8 Commissioners why you prepared Exhibit 20?

9 A. (Woods) I can. So Attorney Dexter's  
10 questions caused me to focus on why the New  
11 Hampshire Electric Co-Op's 2022 HEA SBC  
12 percentage was slightly less than the  
13 20 percent. As I testified earlier, this  
14 drop below the 20 percent was not intended.  
15 So I went back and rechecked my original  
16 methodology and calculations, and also  
17 double-checked to compare my methodology to  
18 what the other utilities used in developing  
19 their responses to the same data request.  
20 When I did that, I discovered that I had  
21 mistakenly omitted the necessary allocation  
22 of the performance incentive in the HEA SBC  
23 funds line in each of the three years. And I  
24 also discovered that I had used a slightly

1 incorrect performance incentive figure in the  
2 total SBC funds line in '22 and '23. So I  
3 made corrections to these and produced the  
4 Exhibit 20.

5 Q. And how did your corrections impact the  
6 resulting NHEC percentages for HEA?

7 A. (Woods) So the result of these corrections  
8 show that NHEC does meet the 20 percent  
9 requirement for the HEA SBC funds in all  
10 three years.

11 Q. And do you believe that the NHEC numbers in  
12 Exhibit 32 were incorrect?

13 A. (Woods) Yes, they were.

14 Q. Okay. And are the numbers in Exhibit 20 for  
15 NHEC correct?

16 A. (Woods) Yes.

17 Q. Okay. Were the corrected numbers in NHEC  
18 arrived at, in Exhibit 20, arrived at by  
19 using the same calculated methods as the  
20 other utilities used in their preparation of  
21 Exhibit 32?

22 A. (Woods) Yes. The methodology I used to  
23 prepare Exhibit 20 is the same that the other  
24 utilities used to prepare Exhibit 22 [sic],

1 which now makes them consistent.

2 MR. DEAN: Thank you. I have no  
3 other questions.

4 CHAIRWOMAN MARTIN: Okay. Thank  
5 you.

6 And we heard some questions from  
7 Mr. Krakoff. So I'm wondering if there's any  
8 recross from him or -- (connectivity issue)

9 [Court Reporter interrupts.]

10 CHAIRWOMAN MARTIN: -- or Mr.  
11 Dexter.

12 MR. DEXTER: I'm sorry, Chairwoman  
13 Martin. I didn't hear what you said last  
14 except my name.

15 CHAIRWOMAN MARTIN: I said we had  
16 some friendly cross from Mr. Krakoff earlier.  
17 So I'm offering him the opportunity to  
18 recross, and same for Mr. Dexter.

19 MR. KRAKOFF: I don't have any  
20 recross, Chairwoman. Thank you, though.

21 CHAIRWOMAN MARTIN: Okay. Mr.  
22 Dexter.

23 MR. DEXTER: I'm sorry, Madam  
24 Chair. You're offering me the opportunity to

1 recross on the questions that Attorney  
2 Krakoff asked the panel?

3 CHAIRWOMAN MARTIN: No, just  
4 generally.

5 MR. DEXTER: I think given the  
6 hour, I'll pass.

7 CHAIRWOMAN MARTIN: Okay. Thank  
8 you.

9 All right. Anything else before we  
10 adjourn for the day?

11 [No verbal response]

12 CHAIRWOMAN MARTIN: Okay. All  
13 right. Then these witnesses are released,  
14 and we will continue on Monday,  
15 December 21st, at 9 a.m. The hearing is  
16 adjourned. Thank you, everyone.

17 (Whereupon Day 3 of the hearing was  
18 adjourned at 5:17 p.m., and Day 4 to  
19 resume on December 21, 2020 at 9:00  
20 a.m.)

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C E R T I F I C A T E

I, Susan J. Robidas, a Licensed  
Shorthand Court Reporter and Notary Public  
of the State of New Hampshire, do hereby  
certify that the foregoing is a true and  
accurate transcript of my stenographic  
notes of these proceedings taken at the  
place and on the date hereinbefore set  
forth, to the best of my skill and ability  
under the conditions present at the time.

I further certify that I am neither  
attorney or counsel for, nor related to or  
employed by any of the parties to the  
action; and further, that I am not a  
relative or employee of any attorney or  
counsel employed in this case, nor am I  
financially interested in this action.

(ORIGINAL CERTIFICATION FILED WITH  
PUBLIC UTILITIES COMMISSION)

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Susan J. Robidas, LCR/RPR  
Licensed Shorthand Court Reporter  
Registered Professional Reporter  
N.H. LCR No. 44 (RSA 310-A:173)

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