

**STATE OF NEW HAMPSHIRE**  
**BEFORE THE NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION**  
**DIRECT TESTIMONY OF MARISA B. PARUTA**  
**PETITION OF PUBLIC SERVICE COMPANY OF NEW HAMPSHIRE**  
**d/b/a EVERSOURCE ENERGY**  
**DEFAULT ENERGY SERVICE RATE CHANGE**

**December 8, 2022**

**Docket No. DE 22-021**

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1 **Q. Please state your name, business address and position.**

2 A. My name is Marisa B. Paruta. My business address is 107 Selden Street, Berlin,  
3 Connecticut. I am employed by Eversource Energy Service Company as the Director of  
4 New Hampshire and Connecticut Revenue Requirements and in that position, I provide  
5 service to Public Service Company of New Hampshire d/b/a Eversource Energy  
6 (“PSNH”, “Eversource” or the “Company”).

7 **Q. Please provide your educational and professional background.**

8 A. I received a Bachelor of Arts degree in accounting from the University of Connecticut  
9 School of Business. I started my career at Arthur Andersen in the client audit and assurance  
10 practice, continuing at Deloitte in the same practice. I joined Northeast Utilities,  
11 Eversource’s predecessor, and worked in the accounting organization through multiple  
12 positions leading to the Director of Corporate Accounting and Financial Reporting. I  
13 moved to the Regulatory and Revenue Requirements team in my current position in June  
14 2021. I have been with Eversource Energy for over 19 years.

15 **Q. What are your principal responsibilities in your current position?**

1 A. As the Director of Revenue Requirements, I am responsible for the coordination and  
2 implementation of revenue requirements calculations and regulatory filings for the  
3 Connecticut and New Hampshire electric and natural gas subsidiaries of Eversource  
4 Energy, including PSNH. This includes filings associated with the Company's default  
5 Energy Service ("ES"), Stranded Cost Recovery Charge ("SCRC"), Transmission Cost  
6 Adjustment Mechanism ("TCAM"), Regulatory Reconciliation Adjustment ("RRA") and  
7 Distribution rates.

8 **Q. Have you previously testified before the New Hampshire Public Utilities**  
9 **Commission (the "Commission")?**

10 A. Yes, I provided testimony before the Commission in the RRA filings submitted in Docket  
11 Nos. DE 21-029 and DE 22-010; the Step 3 Adjustment filing in Docket No. DE 22-030;  
12 the TCAM Rate filing in Docket No. DE 22-034; and the Recovery of Storm Expense filing  
13 in Docket No. DE 22-031. I also testified in front of the Commission in Docket No. DE  
14 20-092 pertaining to the 2022-2023 Energy Efficiency Plan and Docket No. DE 21-078  
15 pertaining to the EV Make Ready/Demand Charge Alternatives.

16 **Q. What is the purpose of your testimony?**

17 A. The purpose of my testimony is to seek the necessary approvals to set a fixed ES rate for  
18 the Small Customer class applicable for the six-month period beginning February 1, 2023  
19 and ending July 31, 2023. The monthly ES rate for the Large Customer class for the six-  
20 month period beginning February 1, 2023 and ending July 31, 2023 for Eversource  
21 customers who take service under the ES rate will be presented to the Commission for

1 review and approval shortly after the completion of the Company’s anticipated second  
2 RFP. The Large Customer class ES rate will either be derived from a bid received or if  
3 no bids are received then based on the bid price received from this RFP that will serve as  
4 the ES price during the six-month service period while the Company engages in direct  
5 market-based procurement. If the Company must engage in market-based procurement,  
6 actual market prices paid during the service period will be reconciled against the ES price  
7 designated for the service period by the Commission.

Small Customer Rates (1)	Large Customer Rates (2)
R	GV
R-OTOD	LG
G	B
G-OTOD	OL (billed outdoor lighting associated with rates above)
EOL, EOL-2 and OL (billed outdoor lighting associated with rates above)	

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9 **Q. Please explain the ES rates for which the Company is seeking approval.**

10 A. In this proceeding, consistent with the Settlement Agreement approved in Docket No. DE  
11 17-113, Eversource is requesting that the Commission review and approve a fixed six-  
12 month ES rate for the Small Customer class for the period of February 1, 2023 through  
13 July 31, 2023 based on the weighted average of the six monthly-contracted prices

1 contained in the supply agreement(s) with the winning bid selection(s) for the Small  
2 Customer class. For the Small Customer class, the fixed ES rate for the period of  
3 February 1, 2023 through July 31, 2023 is \$0.20221 per kWh, as calculated on page 1 of  
4 Attachment MBP-1.

5  
6 **Q. Please describe the detailed support for the calculation of the Small Customer ES**  
7 **rates.**

8 A. Attachment MBP-1, Page 1, provides the calculation of the total monthly ES rate for the  
9 Small Customer class, including the cost/(credit) of RPS compliance, prior period  
10 reconciliations for ES, RPS, cost of administrative and general (A&G) expense, and  
11 working capital requirement associated with the ES offering. The weighted average  
12 Small Customer fixed ES rate for the period of February 1, 2023 through July 31, 2023 is  
13 calculated on Line 13.

14  
15 Attachment MBP-1, page 3, provides the forecasted A&G expenses associated with the  
16 ES offering. The A&G adjustment factor is calculated on Line 8.

17  
18 Attachment MBP-1, page 4, provides the forecasted working capital associated with the  
19 ES offering for both Small Customer and Large Customer classes. The monthly ES rates  
20 for the six-month period are calculated on Lines 7, 14, and 19, whereby the sum of Lines  
21 7 and 19 are for the Small Customer class and Lines 14 and 19 are for the Large  
22 Customer class.

1 **Q. Did the Company update the reconciliation factors provided in this rate request for**  
2 **rates effective February 1, 2023?**

3 A. No. This rate filing includes the reconciliation factors as presented in the August 1, 2022  
4 rate filing. The updates to the Small ES, Large ES and RPS reconciliation adjustment  
5 factors are made on an annual basis and will be filed in the upcoming June 2023 ES filing  
6 for ES rates effective August 1, 2023.

7 **Q. Did the Company include a working capital component for energy supply and**  
8 **renewable energy credits in the calculation of the Energy Service rates in this filing?**

9 A. Yes. In Order No. 26,237 issued on April 25, 2019 in Docket No. DE 18-073, the  
10 Commission authorized Eversource to use the results of a lead/lag study in the calculation  
11 of working capital requirements for ES rates. The Company's most recent lead-lag study  
12 was filed in the June 16, 2022 filing and approved by the Commission for ES rates  
13 effective August 1, 2022<sup>1</sup>. That same study is included as Attachment MBP-4 in this  
14 filing and utilizes the results of the study to calculate cash working capital requirements  
15 for ES rates effective February 1, 2023.

16 **Q. Has the Company calculated the customer bill impacts for the proposed February 1,**  
17 **2023 Small Customer ES rate change?**

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<sup>1</sup> Order No. 26,645 (June 23, 2022)

1 A. Yes. The Small Customer rate impacts are provided in Attachment MBP-5.

2 • Page 1 provides a comparison of residential rates proposed for effect February 1,  
3 2023 to current rates effective November 1, 2022 for a 550 kWh monthly bill, a  
4 600 kWh monthly bill, and a 650 kWh monthly bill.

5 • Page 2 provides a comparison of residential rates proposed for effect February 1,  
6 2023 to rates effective February 1, 2022 for a 550 kWh monthly bill, a 600 kWh  
7 monthly bill, and a 650 kWh monthly bill.

8 • Page 3 provides the average impact of each change on bills for all rate classes by  
9 rate component and on a total bill basis, including energy service. As previously  
10 described, the Large Customer class rate for the six-month period beginning  
11 February 1, 2023 will not be proposed at this time. Therefore, the GV rate and  
12 the LG rate will be presented to the Commission for review and approval shortly  
13 after the completion of the Company's anticipated second RFP.

14 The rate impacts provided in Attachment MBP-5 incorporate changes in the Distribution  
15 rate reflecting the rates approved in Docket No. DE 22-030, the SBC rate change, and the  
16 ES rate change proposed in this filing.

17 **Q. Has the Company provided updated Tariff pages as part of this filing?**

18 A. Yes, updated tariff pages have been provided as Attachment MBP-6.

1 **Q. Does Eversource require Commission approval of this Small Customer ES rate by a**  
2 **specific date?**

3 A. Yes, in order to lock in the RFP results and execute contracts with the proposed bid  
4 selections, Eversource is seeking final approval of the proposed Small Customer ES rate  
5 by December 15, 2022.

6 **Q. In accordance with Order 26,645, issued by the Commission on June 23, 2022,**  
7 **please provide an update regarding the Company's customer outreach and**  
8 **education efforts with respect to the energy service rates approved therein, along**  
9 **with a review of the costs associated with such efforts.**

10 A. Customer Outreach – provided in the table below is a breakdown of the New Hampshire  
11 customer outreach efforts that began following the June 23<sup>rd</sup> approval of the energy  
12 service rates effective August 1<sup>st</sup>.

**August 1, 2022**  
**NH Energy Supply Rate Communications & Outreach**  
**Components and Timeline**

Audience	Channel	Timing
Hardship Residential Customers	<ul style="list-style-type: none"> <li>Webinar</li> </ul>	<ul style="list-style-type: none"> <li>July 26</li> </ul>
Residential Customers	<ul style="list-style-type: none"> <li>Eversource.com</li> <li>Digital Customer Update email</li> <li>News for You bill message</li> <li>Bill Insert</li> <li>Social media</li> </ul>	<ul style="list-style-type: none"> <li>Late July</li> <li>Weeks of Aug. 1 and Sept. 1</li> <li>Aug. 1-31</li> <li>Aug. 1-31</li> <li>Ongoing</li> </ul>
General public	<ul style="list-style-type: none"> <li>Paid digital advertising</li> </ul>	<ul style="list-style-type: none"> <li>July and Aug.</li> </ul>
Elected and Municipal officials	<ul style="list-style-type: none"> <li>Email</li> </ul>	<ul style="list-style-type: none"> <li>Week of Aug 1.</li> </ul>
Community Action Programs, Social agencies	<ul style="list-style-type: none"> <li>Email and fact sheet</li> <li>Webinar</li> </ul>	<ul style="list-style-type: none"> <li>Week of July 18</li> <li>July</li> </ul>
Regulators	<ul style="list-style-type: none"> <li>Email</li> </ul>	<ul style="list-style-type: none"> <li>Week of Aug. 1</li> </ul>
All employees	<ul style="list-style-type: none"> <li>Employee newsletter – Today</li> </ul>	<ul style="list-style-type: none"> <li>Week of Aug. 1</li> </ul>
Customer Service Representatives	<ul style="list-style-type: none"> <li>Talking Points</li> </ul>	<ul style="list-style-type: none"> <li>Updates ongoing</li> </ul>
Field Employees	<ul style="list-style-type: none"> <li>Talking Points</li> </ul>	<ul style="list-style-type: none"> <li>Week of July 25</li> </ul>
Commercial & Industrial Customers	<ul style="list-style-type: none"> <li>Account Executive outreach and coordination with NHBEA</li> <li>Webinar</li> </ul>	<ul style="list-style-type: none"> <li>Week of July 25</li> <li>Week of July 18</li> </ul>

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Eversource held a live and virtual Hardship Residential Customer Webinar on July 26<sup>th</sup> that had over 600 participants. The webinar video was also recorded and made available via a link on Eversource.com. The Webinar provided hardship customers with information on options related to payment assistance, programs and payment plans.

General educational outreach regarding energy price increases and available programs that was distributed to residential customers included emails, bill inserts, on-bill



1           messaging, outside of the envelope messaging, social media, a Company-sponsored  
2           advertising campaign, and a banner on the Eversource.com homepage with links to more  
3           information. Large commercial customers were contacted individually by the  
4           Company's account executives to educate them on the energy price increases.

5  
6           The incremental costs associated with the education and outreach efforts described above  
7           totaled \$474,284.

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9   **Q.    Does this conclude your testimony?**

10  **A.    Yes, it does.**