

ORIGINAL
N.P.U.C. Docket No. DE 10-188
Exhibit No. # 21
Witness

Public Service Company of New Hampshire
Docket No. DE 10-188

Record Request RR-01
Dated: 12/21/2010
Q-STAFF-004
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Witness: Thomas R. Belair
Request from: New Hampshire Public Utilities Commission Staff

Question:
Exhibit 21: Please provide a copy of OEP data request 1-2.

Response:
Please see attached response to OEP data request 1-2.
The Commission reserved Exhibit 21 for this response.

Public Service Company of New
Hampshire
Docket No. DE 10-188

Data Request OEP-01

Dated: 08/16/2010

Q-OEP-002

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Witness: Thomas R. Belair
Request from: Office of State Planning and Energy Programs

Question:

PSNH/Unitil: Please describe how contractors are selected to participate in the HPwES program and how the utilities determine which contractor receives leads generated by the utility?

Response:

Contractor Selection

Contractors are selected based on their ability to deliver the services of the program that have been modeled after the national Home Performance with Energy Star program. Candidates should have a demonstrated knowledge of weatherization best practices along with holding Building Analyst certification from the Building Performance Institute (BPI).

Qualified candidates must be fully insured and accept compensation based on the established program material pricing and fee structure. Contractors must also agree to abide by all program reporting requirements which include submittal of project proposals for benefit/cost review and awarding of incentives and all "as built" documentation used for invoicing and tracking of program participation and savings.

Project Assignments:

Contractors are encouraged to generate their own program leads which result in direct assignment of projects. The program on-line Home Heating Index (HHI) screening tool was designed to allow customers to determine their eligibility for the program and fill out the on-line enrollment form. The enrollment form includes a section to allow customers to identify how they learned about the program. Contractors have been educated to direct customers to the tool and have customers identify the contractor as the source of the lead. These leads are then provided directly to the contractor. Unidentified leads are assigned based on current contractor workloads, geographic location and past contractor performance.

(PSNH/UES Response)