

**New Hampshire Utilities**  
**Docket No. DE 22-060**

**Date Request Received: February 06, 2024**  
**Data Request No. CPCNH 3-001**

**Date of Response: February 20, 2024**  
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**Request from: Community Power Coalition of New Hampshire**

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**Request:**

Referencing the assertion on p. 17, lines 6-8 that having differential import and export energy supply rates “would risk creating customer confusion and make it more difficult for net metered customers to understand their bill” what evidence or document do the utilities have that converting to a differential import and export rate for distribution rates as part of implementing NEM 2.0 caused customer confusion or made it more difficult for net metered customers to understand their bill?

**Response:**

**EVERSOURCE AND LIBERTY**

“Converting to a differential import and export rate” is not an accurate description of what would appear on customer bills. There would be two supply rates – one for usage and one for credits. This will generate customer questions and confusion if customers do not understand why the credit rate is lower than the supply rate. Customers as a general rule are not exposed to the nuances of RPS compliance and the relative merits of its inclusion in the supply credit rate, and therefore would likely not understand why there is a reduction to their supply credit amount based on RPS compliance.

Eversource prompts all net metering customers to complete surveys following completion of their solar installation. Approximately 25 percent of New Hampshire respondents report that it is more difficult to understand their bill after enrolling in net metering.

**UNITIL RESPONSE**

The statement is made based on our direct experience with NEM customers that call regarding questions on their bill. NEM billing is complicated and these customers often lack understanding of how they are billed and credited. Examples of calls the Company receives from NEM customers include:

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- Call to understand their bills, specifically questions about the amount owed when not producing and what happens to their credits with the customer overproduces.
- Calls regarding lack of understanding of how our meters measure their usage/production and why their solar application does not match our data.
- Calls regarding how to understand the different meter readings and how a net meter credit is calculated.

In addition, it's the Company's experience that NEM and SMART (Massachusetts) training is one of the most challenging topics for its customer service representatives, if not the most challenging. Investments in both customer education and employee training increase with added complexity.