

What You Need to Know About Energy Rates, Energy Options, and Customer Assistance

October 4, 2022



Agenda

- Energy Supply Rates
- Procurement Process
- Competitive Energy Suppliers
- Community Aggregation
- State Emergency Assistance Programs
- Conservation & Energy Efficiency Programs
- Utility Specific Customer/Member Assistance

Energy Supply Rates & Procurement Processes

James Shuckerow

Eversource, Director of Energy Supply

Managing Energy Costs

What is Eversource's supply rate?

August 1, Eversource's New Hampshire electric residential customers saw an increase in the supply portion of their bill from 10.669 c/kWh to 22.566 c/kWh.

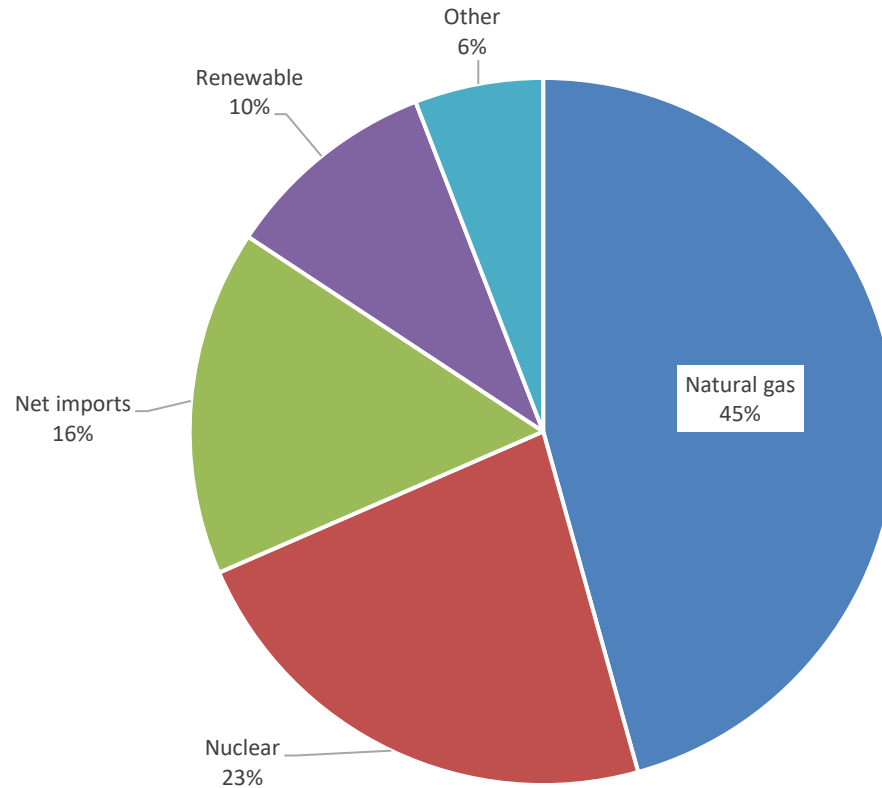
- ✓ A bill increase of \$67.63 or \$50 per month for 600 kilowatt hours of electricity.
- ✓ Pass-through cost to customers with no profit to Eversource.
- ✓ Does not apply to customers that purchase energy from a third-party supplier or customers on municipal aggregation.
- ✓ Learn more at [Understanding-My-Bill](#)

Why did the supply rate increase so significantly?

- ✓ Record-high natural gas prices and the global economy.
- ✓ Natural gas is the primary fuel for generating electricity in New England.

New England Electric Supply Mix

2021 Net Energy for load: 119,000,000 MWh



Source: ISO-NE

Observations on natural gas and wholesale power prices

- Natural gas prices drive electric energy prices in New England.
- Since beginning of 2022 natural gas prices have more than doubled, as have electric energy prices.
- Supply/Demand fundamentals following the pandemic lockdowns and the Russia/Ukraine war are driving natural gas prices.
 - ✓ World supply has been disrupted by reduced natural gas exports from Russia to Europe.
 - ✓ The loss of Russia natural gas supply is being replaced with liquefied natural gas from the United States.
- There are no near-term remedies for more natural gas supply becoming available.

Procurement Process for Eversource

- Eversource in New Hampshire does not own generation.
- Accordingly, Eversource needs to procure its generation service from the New England market.
- The NHPUC requires Eversource to request bids from generation service suppliers.
 - ✓ These suppliers have the responsibility to serve the load of customers who have not chosen a retail supplier.
- The NHPUC process is as follows:
 - ✓ Eversource changes its Energy Service rates on February 1 and August 1 of each year.
 - ✓ Eversource selects the lowest bid prices that are received on bid receipt day.
 - ✓ The NHPUC needs to approve all Energy Service rate adjustments.
- Eversource receives no compensation for providing this service.



New Hampshire
Department of Energy

Competitive Suppliers State Emergency Assistance Programs

Amanda Noonan

NHDOE, Director of Consumer Affairs



Who are Competitive Energy Suppliers

- Two parts to the electric bill – delivery and energy
- Can choose who you buy the energy from
 - Remain customer of the utility for delivery
- Competitive Energy Suppliers
 - Unregulated competitive providers of energy



Who are Competitive Energy Suppliers?

- Competitive suppliers register with the NH Department of Energy
- Are some consumer protection requirements focused primarily on disclosure, but competitive suppliers are not rate regulated



Who are Competitive Energy Suppliers?

- [Choosing an Energy Supplier | NH Department of Energy \(www.energy.nh.gov/consumers/choosing-energy-supplier\)](http://www.energy.nh.gov/consumers/choosing-energy-supplier)
- List of all registered suppliers
- Comparison shopping page and information on what to consider before choosing a competitive supplier



Who are Competitive Energy Suppliers?

- Read the terms and conditions of service
- Understand the contract terms
- Pay attention to any early termination fees
- Know what happens at the end of the contract term



Community Power Aggregation (CPA)

- Towns can create their own aggregation program for municipal accounts, businesses and residents in the town
- NHPUC recently adopted rules regarding Community Power Aggregation, allowing towns to move forward with a CPA plan



State Emergency Assistance Programs

- \$35M in funding for emergency energy assistance for New Hampshire residents
- Households with incomes between 60% and 75% of the state median income may qualify for:
 - A one-time credit of \$450 for heating assistance.
 - A one-time credit of \$200 on electric bills.
- To apply for assistance or to learn more about the application process, households should contact their local Community Action Agency to set up an appointment.



State Emergency Assistance Programs

75% New Hampshire State Median Income Guidelines

For a family of 1, a maximum gross annual income of \$48,711

For a family of 2, a maximum gross annual income of \$63,699

For a family of 3, a maximum gross annual income of \$78,688

For a family of 4, a maximum gross annual income of \$93,676

For a family of 5, a maximum gross annual income of \$108,664

For a family of 6, a maximum gross annual income of \$123,653

For a family of 7, a maximum gross annual income of \$126,463

For a family of 8, a maximum gross annual income of \$129,274

Energy Conservation vs. Energy Efficiency



Sandra Gagnon

Eversource, Manager of NH Regulatory Affairs

Energy Conservation



- **Heating & Cooling**

- Boiler/Furnace or Heat Pump
- Thermostats
- Heating Ducts
- Air Intake Vents
- Energy Audits
- Other

- **Electronics**

- Power Strips
- Ditch the Screen Saver
- Shop Smart
- Digital Media Player
- Chargers

- **Appliances**

- Refrigerator
- Oven & Cook Top
- Clothes Washer
- Clothes Dryer

- **Lighting**

- Automated Timers or Dimers
- Shop Smart
- Task Lighting
- Other

Energy Efficiency



LIGHTING AND APPLIANCES

- Look for the ENERGY STAR symbol
- Products are independently certified
- Confidence in energy performance and savings
- Rebates available for many products



REFRIGERATOR RECYCLING

- No-cost pickup of your inefficient refrigerator or freezer
- Appliance must be in working condition
- We recycle your old appliance responsibly
- You earn a \$30 incentive
- Save up to \$125 per year



HEATING AND COOLING SYSTEMS

- Heat Pump technologies use electricity to move existing heat
- Efficiencies can exceed 300%
- Can add to electrical usage but save on heating fuel
- Look for the ENERGY STAR symbol



Energy Efficiency



NEW CONSTRUCTION ENERGY EFFICIENCY

- It's always best to start from the ground up
- Superior homebuilding practices
- Independent inspections and testing
- Professional advice
- Significant savings in operational cost
- Some have made Net Zero



WHOLE HOUSE ENERGY EFFICIENCY

- Currently limited to only high heating use homes
- Open to single family homes (up to 4 units)
- Low-cost \$100 Comprehensive Energy Audit
- Covers 75% of the cost for eligible measures – (insulation, air sealing, LED bulbs, thermostats and pipe wrap)
- Up to \$6,000 per house
- Additional incentives for refrigerator replacements
- Low & Zero interest financing available for customer costs
- To see if you qualify, visit EnergyAudit.NHSaves.com



INCOME ELIGIBLE PROGRAMS

- Income eligibility determined through local Community Action Agencies (CAA)
- Open to single and multi-family homes
- Close coordination with other state and federal programs
- HEA projects managed through CAA
- No cost comprehensive audit
- Covers 100% of the cost for eligible measures – (like insulation, air sealing, LED bulbs, thermostats, refrigerator replacements, water saving devices, pipe wrap, heating systems, ventilation and in some cases window replacements)
- Up to \$15,000 per house

Municipal & Small Commercial & Industrial, Energy Efficiency Programs



- **Incentives for**
 - Electric or gas measures (all customers) plus
 - Electric, gas, oil or propane (muni only)
- **Technical assistance**
 - High bill investigation/comprehensive audit
 - Investigate specific processes (i.e. wastewater pumping process)
 - Plan review for a new building
- **Free energy audits from qualified vendors**
 - Audit, installation, disposal, permitting, warranty, rebates
- **Financing options**
 - Many options for all types of customers, across utilities
- **Visit [NHsaves.com](https://www.nhsaves.com) to get started**
 - See [Contact Us](#) for FAQ's and your utility contact

Residential Customer/Member Assistance

Sandra Gagnon- Eversource

Jessica Arnold – Liberty

Susan Corson – Unitil

Sharyn-Lynn Gilpatric - NHEC

Customer Assistance – Eversource

- [Neighbor Helping Neighbor](#) was established in partnership with the Community Action Agencies across NH to help those who don't qualify for federally funded assistance programs but may be experiencing a temporary crisis which has left them unable to pay their utility bill.
- [Electric Assistance Program](#) (EAP) helps income-eligible customers save *up to 76% off* (maximum of 750 kwhs monthly) future bills.
- The [New Start](#) program can help eliminate outstanding balances on customer accounts in as little as 12 months. When a customer makes a New Start monthly budget payment, 1/12th of the past due balance is removed.
- All customers can enroll in an [Extended Payment Plan](#). No late payment charges while active on plan. Participating in a plan protects your utility account from service interruption.
- Click for [Bill Help Fact Sheet](#)

Customer Assistance - Liberty

Liberty's Customer Support

Payment Assistance & Programs for our Customers

- Natural Gas Financial Help
- Electrical Assistance Programs (EAP)
- 211
- Budget Billing
- Installment plans
- Automatic Payments

Energy Efficiency Programs

Natural Gas Customers

- Energy Audits
- NH Weatherization Assistance Network
- Heating and Hot Water Rebates
 - Space Heating
 - Water Heating
 - Programmable Thermostats

Electric Customers

- Home Performance Audit
- Income Eligible Programs
- Rebates on Appliances
- Room Air Conditioners
- Washer and Dryers
- Refrigerators and Freezers
- Pool Pumps
- Air Purifiers and Dehumidifiers

Home Energy Saving Tips

Heating/Cooling

- Install a programmable thermostat to save up to 10% on heating and cooling costs
- Close window shades in the summer to keep the hot sun out and open them in the winter to let the warm rays in
- Clean or change furnace and A/C filters regularly
- Seal air leaks and properly insulate to save up to 20% on heating and cooling bills

Water Use

- Wash all clothes in cold water to save \$63 a year
- Use low-flow faucets and shower heads to save on water bills
- Reduce water heater temperature to 120°F to save energy and money on water heating
- Wrap water storage tanks in specially-designed "blankets" to retain the heat

Lighting

- Turn off all lights, appliances, and electronics not in use. A power strip can help you turn off multiple items at once
- Change to new and improved light bulbs
- Reduce energy use from about a third to as much as 80% with today's increasing number of energy-efficient LEDs



Customer Assistance - Unitil

Unitil Customer Support

Unitil Customer Service Representatives are trained and ready to support customers by offering a variety of options:

- Budget billing to levelize energy costs over 12 months
- Flexible and customized payment plans to customers who need assistance to address past due balances over time
- Additional flexibility for Financial Hardship customers, such as added plan length
- All customers who can not pay in full are referred to 211 and their local CAP to:
 - Apply for Electric Assistance Program (EAP)
 - Apply for LIHEAP-Fuel Assistance benefit
 - Apply for new one time Emergency Heating Assistance benefit
 - Apply for new one time Supplemental Electric Assistance benefit; and
 - Qualify for other financial assistance if they are over income for above programs (Neighbor Helping Neighbor, etc) and acquire “Financial Hardship” designation, eliminating future late fees or deposits
- Refer customers to Unitil website regarding Energy Usage:
 - Tips for reducing energy consumption
 - Information about Energy Efficiency Programs (NH Saves)
 - Link to PUC website for a list of external suppliers if a customer chooses to explore that alternative



Member Assistance - NHEC

Your New Hampshire Electric Co-op

New Hampshire Electric Cooperative

Project Care

- Grants are used to help stop a pending disconnection or to reestablish electric service terminated within the prior 30-day period at the same location where reconnection is requested.
- Eligibility:
 - Must have applied to other agencies prior to applying for Project Care.
 - Available regardless of income status.
 - Members can apply once every 12 months.
 - Up to \$500 in assistance.
 - Referral from a social services agency/town required.
 - Application is available online or can be mailed.

Other options

- Personalized payment arrangements.
- Long-term payment arrangements for members who need more time to pay down their balance.
- Financial Hardship members who qualify are eligible for lower winter month payments.
- Budget billing to levelize expenses over 12 months.

Member Solution Representatives are available Monday – Friday from 8am-5pm ready to assist.

- They can provide alternative assistance options like 211, local CAP office contact information, and help understanding their energy usage.





Questions?