

**STATE OF NEW HAMPSHIRE
PUBLIC UTILITIES COMMISSION**

DE 22-051

**PUBLIC SERVICE COMPANY OF NEW HAMPSHIRE
D/B/A EVERSOURCE ENERGY**

Request to Modify Tariff Language

Order *Nisi* Approving Request to Modify Tariff

O R D E R N O. 26,700

October 11, 2022

This order approves a request of Public Service Company of New Hampshire d/b/a Eversource Energy (Eversource, or the Company) to modify its electric service tariff to reflect a change in the Company’s existing policy regarding applications for residential electric service, and to provide customers greater notice of those changes. The proposed modifications include new language regarding termination of service for failure to verify customer identification in certain circumstances. The modified tariff language and subsequent docket filings, other than information for which confidential treatment is requested of or granted by the Commission, are posted to the Commission’s website at

www.puc.nh.gov/Regulatory/Docketbk/2022/22-051.html.

I. BACKGROUND

Eversource filed a letter on August 24, 2022, seeking confirmation of “formatting compliance” of certain modified tariff pages pursuant to the Puc 1600 rules governing tariffs. Eversource included with its letter clean and redlined versions of a 1st Revised Page 7, a 1st Revised Page 10, and a new, proposed Original Page 10A for its NHPUC No. 10 – Electricity Delivery tariff (NHPUC No. 10 Tariff).

In its letter, Eversource stated:

the language being added to these pages reflects an existing policy of the Company's: to verify the identity of an applicant for residential electric service as a precondition of becoming an Eversource customer of record and initiating service. The language is being added to the tariff to afford customers greater notice of this policy. The identification verification policy is an important one; in just over two and a half years, Eversource has had over 2,500 applicants that have failed to verify their identity. This can result in uncollectable arrearages that must be borne by all customers as well as identity theft. Memorializing this policy benefits both Eversource and its customers.

II. PROPOSED TARIFF CHANGES

The proposed changes to Eversource's NHPUC No. 10 Tariff include new language and certain modifications to existing language pertaining to the Company's process for accepting customer applications for electric service. 1st Revised Page 7 modifies the definitions of a "Customer" and "Delivery Service" and will supersede the Original Page 7. 1st Revised Page 10 clarifies that all applications for electric delivery service must meet the applicable requirements of the NHPUC No. 10 Tariff and that "applicants must be of legal age or an emancipated minor to contract for service with the Company."

The new Original Page 10A introduces new language regarding procedures and requirements pertaining to the Company's "Method of Application" and "Verification of Identity" policies for prospective customers, including acceptable forms of identification. The new language also establishes the Company's right to contractually obligate an applicant for any service received pursuant to the terms of the "Method of Application," and further states that the Company may "shut off the meter at a service address where the applicant fails to verify identity and where Delivery service is only available at that service address from serving the previous Customer of record."

According to the Company's August 24, 2022 letter, the "added language was developed in consultation with both the New Hampshire Department of Energy and

the Office of the Consumer Advocate (as the language only pertains to residential customers). Both offices approve and assent to this addition to the tariff.” Also on August 24, 2022, the NH Department of Energy filed a letter of support for the proposed modifications, noting that the modifications “are intended to prevent increased costs to ratepayers and any potential identity theft.”

The Commission accepts the proposed modifications as reasonable and that the underlying intent of the modifications is to prevent increased costs due to non-payment of electric service bills. These modifications are governed by the applicable requirements of RSA 363-B:1 and Puc 1203.11 regarding termination of service. In light of the new tariff language regarding applications for electric service and the potential consequences of non-payment for services rendered pursuant to the new provisions, we issue this order on a *nisi* basis. We further direct Eversource to post the new tariff requirements in an easily accessible location on its website for the benefit of existing as well as potential new electric service customers.

Based upon the foregoing, it is hereby

ORDERED *NISI*, that subject to the effective date below, the tariff language submitted by Eversource Energy in modification of its current NHPUC No. 10 tariff for electricity delivery is **APPROVED**; and it is

FURTHER ORDERED, that Eversource shall post its new tariff provisions on its website within 10 calendar days of this order for the benefit of new and existing customers who may request starting, terminating, or transferring service, to be documented by affidavit filed with this office on or before November 7, 2022; and it is

FURTHER ORDERED, that Eversource shall cause a copy of this order to be published on its website within 10 calendar days, be documented by affidavit filed with this office on or before November 7, 2022; and it is


FURTHER ORDERED, that all persons interested in responding to this order be notified that they may submit their comments or file a written request for a hearing which states the reason and basis for a hearing no later than October 28, 2022 for the Commission's consideration; and it is

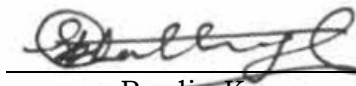
FURTHER ORDERED, that any party interested in responding to such comments or request for hearing shall do so no later than November 4, 2022; and it is

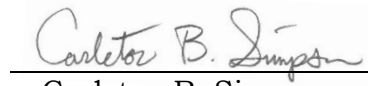
FURTHER ORDERED, that this order shall be effective November 10, 2022, unless the Petitioner fails to satisfy the publication obligation set forth above or the Commission provides otherwise in a supplemental order issued prior to the effective date; and it is

FURTHER ORDERED, that the Petitioner shall file a compliance tariff with the Commission on or before November 17, 2022, in accordance with N.H. Code Admin. Rules Puc 1603.02(b).

By order of the Public Utilities Commission of New Hampshire this eleventh day of October, 2022.


Daniel C. Goldner
Chairman


Pradip K.
Chattopadhyay
Commissioner


Carleton B. Simpson
Commissioner

Service List - Docket Related

Docket#: 22-051

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Email Addresses

ClerksOffice@puc.nh.gov
corey.casavant@eversource.com
jessica.chiavara@eversource.com
Energy-Litigation@energy.nh.gov
sandra.gagnon@eversource.com
Kristen.gasparonis@eversource.com
nhregulatory@eversource.com
elizabeth.r.nixon@energy.nh.gov
amanda.o.noonan@energy.nh.gov
ocalitigation@oca.nh.gov
melissa.price@eversource.com
david.k.wiesner@energy.nh.gov
Matthew.C.Young@energy.nh.gov