


STATE OF NEW HAMPSHIRE

Inter-Department Communication

DATE: February 6, 2008

AT (OFFICE): NHPUC

FROM:  Steven E. Mullen, Utility Analyst

SUBJECT: DE 08-006 – PSNH Tariff Filing Re: Loss of Service Investigation Charges

TO: Commissioners
Debra Howland, Executive Director & Secretary

On January 18, 2008, Public Service Company of New Hampshire (PSNH) filed proposed tariff pages to establish new charges to reimburse PSNH for expenses incurred in investigating, at a customer's request, certain occurrences of loss of service. According to PSNH, the charge would apply only when the results of the investigation show that the loss of electric service is attributable to the customer's – as opposed to PSNH's – equipment. In its filing, PSNH stated that since 1998 it has been charging for such investigations at a rate of \$80 for investigations performed during normal business hours and \$105 for investigations performed outside normal working hours. PSNH further indicated that it had not previously requested Commission approval for the existing charges.

PSNH performed an analysis of the costs of the loss of service investigations performed for its residential and small commercial customers during 2006 and, based on that analysis, has proposed new charges of \$125 and \$250 for investigations within and outside normal business hours, respectively. Staff is reviewing the filing and is in the process of developing discovery questions. With that in mind, Staff recommends the proposed tariff pages be suspended to allow for a thorough review of the filing.

Please let me know if you have any questions or would like to discuss further.

cc: Tom Frantz
Mary Coleman
Amanda Noonan
Suzanne Amidon