



McLane, Graf,  
Raulerson & Middleton  
Professional Association

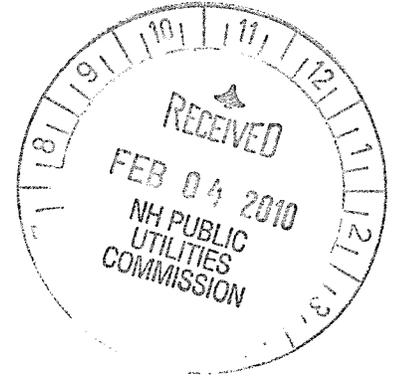
900 Elm Street | P.O. Box 326 | Manchester, NH 03105-0326  
Tel: 603.625.6464 | Fax: 603.625.5650 | www.mclane.com

OFFICES IN:  
MANCHESTER  
CONCORD  
PORTSMOUTH  
WOBBURN, MA

PATRICK H. TAYLOR  
Direct Dial: (603) 628-1266  
Email: patrick.taylor@mclane.com  
Licensed in NH and MA

February 3, 2010

Matthew Fossum, Staff Attorney  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301



RE: DRM 10-014: Comments on Proposed Changes to Puc ch. 2000

Dear Mr. Fossum,

Granite State Electric Company and EnergyNorth Natural Gas, Inc. (collectively, "National Grid") are providing these comments on N.H. Code of Administrative Rules Puc ch. 2000 in order to give the Commission staff an opportunity to consider them prior to the technical session scheduled for February 5, 2010. Specifically, National Grid requests that the Commission staff consider including the following revisions to the proposed draft recently circulated by you:

1. Draft rule Puc 2003.01(c)(10) requires that the registration application required by Puc 2003.01(a) include "[a] listing of the utility franchise areas in which the applicant intends to operate." National Grid requests that this language be amended to require the inclusion of zip codes in which the applicant intends to operate. This will further clarify the application requirements and minimize post-registration confusion, as there can be multiple zip codes within a particular town or region and frequently applicants do not plan to operate throughout a utility's service territory.
2. Draft rule Puc 2004.06(b) states: "Nothing shall prevent a CEPS from requesting an off-cycle meter reading." National Grid is concerned that this may be interpreted to require a utility to respond to unlimited off-cycle meter reading requests by competitive suppliers. It requests that this provision be modified to state: (1) either that it imposes no obligation upon any utility, or to allow a utility to deny such requests if certain prerequisites are not met; (2) require a period of advance notice; and (3) permit the utility to impose a reasonable charge for the service.

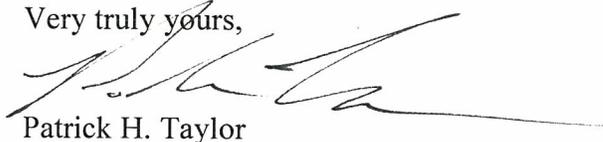
February 3, 2010

Page 2

3. Draft Puc ch. 2000 currently contains provisions governing "Telephone Solicitation of Customers by or for Competitive Electric Power Suppliers," Puc 2004.03, but does not contain protocols for in-person solicitation of customers by or for CEPS. Based upon National Grid's experience in New York, it is concerned that the use of unethical or misleading marketing tactics and other consumer abuses will occur if the Commission does not adopt similar standards for in-person solicitation by competitive suppliers or their agents. National Grid requests that the Commission include such protocols in Puc ch. 2000, based upon the provision set forth in Attachment A to this letter.

National Grid appreciates the opportunity to provide these comments to the Commission staff. National Grid intends to participate in technical sessions and other aspects of the rulemaking process as it progresses, and therefore may supplement these comments during the course of that process. Thank you for your assistance in this matter, and please feel free to contact me with any questions you may have.

Very truly yours,



Patrick H. Taylor

cc: Debra Howland  
Steven V. Camerino  
Sarah B. Knowlton  
Juliana Griffiths

## ATTACHMENT A:

### 2004.04: In-Person Solicitation of Customers by or for Competitive Electric Power Suppliers

- (a) CEPS marketing representatives who contact customers in person at a location other than the CEPS's place of business for the purpose of selling any product or service offered by the CEPS will, as soon as possible and prior to describing any products or services offered for sale by the CEPS:
- (1) Produce identification, to be visible at all times thereafter, which:
    - a. Prominently displays in reasonable size type face the full name of the marketing representative;
    - b. Displays a photograph of the marketing representative and depicts the legitimate trade name and logo of the CEPS they are representing;
    - c. Provides the CEPS's telephone number for inquiries, verification and complaints.
  - (2) Shall identify the CEPS which they represent as an independent energy marketer, and shall identify him or herself as a representative of that specific CEPS. During the sales presentation, the marketing representative must also state that if customer purchases electricity from the CEPS, that the customer's utility will continue to deliver their energy and will respond to any leaks or emergencies. This requirement may be fulfilled either (a) by an oral statement by the CEPS marketing representative, or (b) written material left by the CEPS marketing representative.
  - (3) A CEPS marketing representative shall leave the premises of a customer when requested to do so by the customer or the owner or occupant of the premises.
  - (4) A CEPS marketing representative shall provide the customer with written information immediately upon request setting forth the CEPS's name and telephone number for inquiries, verification and complaints.
  - (5) Where it is apparent that the customer's English language skills are insufficient to allow the customer to understand and respond to the information conveyed by the CEPS representative or where the customer or another third party informs the CEPS marketing representative of this circumstance, the CEPS marketing representative shall either find a representative in the area who is fluent in the customer's language to continue the marketing activity in his/her stead or terminate the in-person contact with the customer. The use of translation services and language identification cards is permitted.