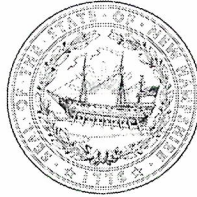


STATE OF NEW HAMPSHIRE

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COMMISSIONERS
Robert R. Scott

EXECUTIVE DIRECTOR
Debra A. Howland



PUBLIC UTILITIES COMMISSION
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NHPUC 27MAR'15PM12:06

March 27, 2015

Debra A. Howland
New Hampshire Public Utilities Commission
21 South Fruit Street, suite 21
Concord, NH 03301

RE: DE 13-212 Electric Assistance Program

Dear Ms. Howland:

The Final Audit Report of the 2013-2014 Electric Assistance Program (EAP) year included some recommended updates to two the EAP procedures manuals, the Utility Procedures Manual and the CAA Procedures Manual. The EAP Advisory Board has made the recommended changes to those two manuals and is providing updated manuals to the Commission for reference.

The EAP Advisory Board undertook a review of the Fiscal Procedures Manual and the Monitoring and Evaluation Procedures Manual during the 2013-2014 EAP year and has updated the Monitoring and Evaluation Procedures Manual to accommodate Liberty Utilities new account numbers following the July 2014 billing system conversion. No changes were required to the Fiscal Procedures manual. An updated Monitoring and Evaluation Procedures Manual is also attached.

Should you have any questions, please feel free to contact me or any other EAP Advisory Board member.

Sincerely,

A handwritten signature in blue ink that reads "Amanda O. Noonan".

Amanda O. Noonan
On behalf of the EAP Advisory Board

cc: EAP Advisory Board

Raymond, Margaret

From: Raymond, Margaret
Sent: Friday, March 27, 2015 11:57 AM
To: Noonan, Amanda; Martin, Christina; 'kathleen.orrick@eversource.com'; 'dlabbe@nhla.org'; 'dianne@thewayhomenh.org'; Ditman, Robert; Hatfield, Meredith; 'stampins@metrocast.net'; EAP-OEP; 'RLittlefield@BM-Cap.org'; 'snolin@BM-Cap.org'; 'SheehyL@nhec.com'; 'inmanb@nhec.com'; 'beaulieuc@unitil.com'; 'Corson@unitil.com'; 'nicole.harris@libertyutilities.com'; 'stephen.hall@libertyutilities.com'; PUC - Executive.Director; Patterson, Rorie; Carmody, Jody; Frantz, Tom; Chamberlin, Susan W; PUC - OCA Litigation; 'amy.marler@eversource.com'; 'aginkt@eversource.com'; Lovett, Celeste; 'sarah.knowlton@libertyutilities.com'
Subject: DE 13-212 Electric Assistance Program
Attachments: 032715 EAP Cover Letter 13 212.pdf; 032515 CAA procedures manual.pdf; 032515 ME manual.pdf; 032415 utility procedures manual.pdf

Attached please find Updated Monitoring and Evaluation Procedures Manual.

Sincerely,

Margaret L. Raymond
Consumer Affairs Division
NHPUC
21 S. Fruit Street, Suite 10
Concord, NH 03301
(603) 271-1636
email: margaret.raymond@puc.nh.gov