

New Hampshire Public Utilities Commission



# RESULTS AND EFFECTIVENESS OF THE SYSTEM BENEFITS CHARGE

## ANNUAL REPORT

October 1, 2020

Submitted to:

LEGISLATIVE OVERSIGHT COMMITTEE TO MONITOR THE TRANSFORMATION OF DELIVERY OF  
ELECTRIC SERVICES

Representative Howard Moffett, Chair

Senator Jeb Bradley

Senator Martha Fuller Clark

Representative Robert Backus

Representative Fred Plett

Representative Douglas Thomas

and to:

THE NEW HAMPSHIRE DEPARTMENT OF EDUCATION

Commissioner Frank Edelblut

## SYSTEM BENEFITS CHARGE

The New Hampshire Public Utilities Commission (Commission) hereby submits to the Legislative Oversight Committee to Monitor the Transformation of Delivery of Electric Services its annual report on the results and the effectiveness of the system benefits charge (SBC).<sup>1</sup> The SBC is assessed on the bills of electric customers – proceeds from money collected through the SBC are used to fund public benefits programs – including energy efficiency and low-income programs.

The initial charge and allocation of the SBC between energy efficiency and low-income programs was designated by the Legislature. In 1999, the Legislature set a cap of \$0.0015, or 1.5 mills per kilowatt hour (kWh), on the low-income portion of the SBC.

In 2019, the Legislature amended RSA 374-F:3, VI, which requires legislative approval of increases to the SBC, unless the increase is authorized by an order of the Commission to implement the Energy Efficiency Resource Standard (EERS), established by Commission Order No. 25,392, for the three-year periods 2018-2020 and 2021-2023, or the increase is authorized by the Fiscal Committee of the General Court for purposes other than implementation of the EERS.<sup>2</sup> In addition, the change made to the law in 2019 also requires that no less than 20 percent of the SBC funds collected for energy efficiency be for low-income energy efficiency programs.<sup>3</sup>

### Energy Efficiency Resource Standard

In 2016, the Commission adopted an Energy Efficiency Resource Standard, which is the framework within which the Commission's energy efficiency programs are implemented, and consists of three-year planning periods, savings goals, and a long-term goal of achieving all cost-effective energy efficiency.

The NHSaves programs, formerly known as the Core programs, are the implementation plan for the EERS. The Commission extended the 2015-2016 NHSaves programs through 2017, during the transition to the EERS, and set annual savings targets for 2017. The EERS began on January 1, 2018, and the programs are administered by the electric and gas utilities.<sup>4</sup>

The EERS programs were designed to achieve specific statewide savings goals for the 2017 NHSaves program year and for the first three-year period (2018-2020) of the EERS. Specific programs are subject to Commission approval, and programs must demonstrate cost effectiveness.

<sup>1</sup> This report is filed pursuant to RSA 374-F:4, VIII (f). The SBC is authorized by RSA 374-F:3, VI and RSA 374-F:4, VIII.

<sup>2</sup> See HB 4, Laws of 2019, Ch. 374.

<sup>3</sup> Low-income energy efficiency programs can include funding for the development of relationships with lending institutions for low-income financing of energy efficiency or for funding of workforce development to minimize waiting periods for low-income energy audits and weatherization.

<sup>4</sup> While gas energy efficiency programs are included in the EERS, funding for gas energy efficiency programs is collected through the local distribution adjustment charge on gas utility bills, not through the SBC.

The Commission also established a recovery mechanism to compensate the utilities for lost revenue related to the EERS programs and approved the performance incentives and processes described in the settlement agreement for stakeholder involvement, evaluation, measurement and verification, and the Commission's oversight of the EERS programs.

### **NHSaves – Energy Efficiency**

The SBC funds NHSaves energy efficiency measures, which are operated by the state's regulated utilities, including: Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities; New Hampshire Electric Cooperative;<sup>5</sup> Public Service Company of New Hampshire d/b/a Eversource Energy; and Unitil Energy Systems (Unitil). The Commission ultimately sets the energy efficiency budgets. In addition, each utility offers utility-specific programs tailored to its own customers' needs, and those programs are subject to Commission approval and funded by the SBC.

The utilities filed their EERS plan on September 1, 2017. The plan included savings goals and energy efficiency programs and budgets for calendar years 2018-2020.<sup>6</sup> The savings goals increase, and are updated, each year. Updated savings goals and related increases in SBC funding for calendar year 2020 have been approved by the Commission. (See Appendix A, 2020 Statewide Goals).

The plan for the next three-year period, calendar years 2021-2023 was filed on September 1, 2020, and proposes new savings goals, changes in programs, and related increases in funding and rates. (See Appendix B, for proposed 2021-2023 Statewide Goals). The plan for calendar years 2021-2023 is currently under review by the Commission.

The Core energy efficiency programs, now the NHSaves programs, began in June 2002. Over the past 18 years, approximately \$422.8 million<sup>7</sup> has been invested in energy efficiency measures, with expected energy savings of more than 15.88 billion kWh over the lifetime of the measures.<sup>8</sup> The energy efficiency programs saved energy at an average cost of approximately 2.26 cents per lifetime kWh over the 2002-2013 time period.<sup>9</sup> Based on information provided in the 2019 updated program filing, the estimated cost to save energy is 3.5 cents per lifetime kWh for 2019.

In 2019, the utilities supplemented the SBC-funded energy efficiency programs with an additional \$7.1 million associated with revenue collected through the region's Forward Capacity Market (FCM).<sup>10</sup>

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<sup>5</sup> Though not fully regulated, the New Hampshire Electric Cooperative's provision of SBC-funded programs is subject to Commission oversight.

<sup>6</sup> The 2018-2020 programs were approved by the Commission in [Order No. 26,095](#), Docket No. 17-136.

<sup>7</sup> This amount reflects \$365.8 million reported in the prior SBC Report to the Legislature, plus an additional \$56.98 million approved by the Commission for calendar year 2019 programs. See [New Hampshire Statewide Energy Efficiency Plan, 2019 Update](#) and [Order No. 26,207, Docket No. DE 17-136, 2018-2020 New Hampshire Energy Efficiency Plan, 2019 Update Plan](#).

<sup>8</sup> Savings reflects 14.55 billion kWh reported in the prior SBC Report to the Legislature, plus an additional 1.33 billion lifetime kWh savings proposed for calendar year 2019 programs. See [New Hampshire Statewide Energy Efficiency Plan, 2019 Update](#).

<sup>9</sup> See page 2 of the [2015-2016 Core filing](#) filed in Docket DE 14-216, at page 2.

<sup>10</sup> Reference Docket DE 17-136, [New Hampshire Statewide Energy Efficiency Plan, 2019 Update](#)

The FCM provides energy efficiency programs funds for the capacity these programs provide to the region.<sup>11</sup> The 2019 update plan shows the total program funding for electric utility energy efficiency as \$50.3 million in 2019.<sup>12</sup>

As a result of legislation, funds resulting from the energy efficiency portion of the SBC and the FCM have been augmented by additional monies from the Regional Greenhouse Gas Initiative (RGGI).<sup>13</sup> One dollar of each RGGI allowance sold, net of administrative costs, is utilized by the electric utilities for energy efficiency programs, and the remaining proceeds are refunded to ratepayers.

Utilities are required to allocate up to \$2,000,000 of those RGGI funds per year for use by municipal and local governments for energy efficiency and to allocate at least 15 percent to the income-eligible Home Energy Assistance (HEA) program.<sup>14</sup> Since the beginning of 2014, RGGI funds remaining after allocation to the municipal program and the income-eligible HEA program have been allocated to all-fuels, comprehensive energy efficiency programs administered by qualified parties selected through a competitive bid process. The electric utilities were selected as administrators of those programs.

For the 2019 program year, the combined SBC funds, FCM funds, and RGGI funds produced \$50.3 million for electric programs.<sup>15</sup> The final report for the initial grant of the programs funded through the competitive bid process are included in Appendix C.

The NHSaves programs are divided between programs for residential customers and programs for commercial and industrial (C&I) customers. Program budgets are allocated to residential and C&I customers roughly in proportion to their respective SBC payments. In 2017, approximately 17 percent of the overall program budgets were allocated to the HEA program.

Beginning in 2018, any underspent funds in the income-eligible program are now carried over from one program year to the next.<sup>16</sup> In 2019, approximately 17 percent of the budget was allocated to income-eligible programs including any carry forward. All customers contribute proportionately to the HEA program, which provides weatherization and energy efficiency measures for low-income customers.<sup>17</sup> The HEA program is administered by the utilities in conjunction with the New Hampshire Community Action Agencies.

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<sup>11</sup> For additional information on Capacity Supply Obligations and the Forward Capacity Market, go to [ISO-New England](#).

<sup>12</sup> Reference Docket DE 17-136, [New Hampshire Statewide Energy Efficiency Plan, 2019 Update](#)

<sup>13</sup> See HB 1490, Laws of 2012, Ch. 281; SB 123, Laws of 2013, Ch. 269; and SB 268, Laws of 2014, Ch. 330.

<sup>14</sup> Effective January 1, 2017 through the first three-year period of EERS, the Commission approved 17 percent of the overall budget. (See [Order No. 25,932](#)). In addition, as noted above, HB 4, Laws of 2019, Ch. 374, requires that 20 percent of the SBC be allocated to low-income programs.

<sup>15</sup> Reference Docket DE 17-136, [New Hampshire Statewide Energy Efficiency Plan, 2019 Update](#)

<sup>16</sup> Reference Docket DE 17-136, [Settlement Agreement, December 13, 2018](#), p. 6.

<sup>17</sup> Weatherization Assistance Program funding is received during the last quarter of the year and expended over the subsequent six-month period. This program is, often in coordination with, and as a supplement to, U.S. Department of Energy weatherization assistance funding. Additional information on the amount and timing of these funds can be found on the [OSI](#) website.

The primary residential NHSaves programs are:

- ENERGY STAR® Homes, a fuel neutral program under which builders and homeowners are encouraged to construct more energy-efficient new homes that meet ENERGY STAR® standards.
- Home Performance with ENERGY STAR® (HPwES), which provides weatherization measures, including home energy audits, air sealing, insulation, and duct sealing, for homes with high energy usage.
- Home Energy Assistance, which provides weatherization and energy efficiency measures for income-eligible customers.
- ENERGY STAR® Products program, which promotes increased use and availability of energy efficient lighting products; provides incentives for customers to purchase efficient ENERGY STAR® rated appliances, including heat pump heating and cooling equipment; increases consumer awareness of energy efficient appliances; and provides incentives to gas utility customers to purchase ENERGY STAR® heating and hot water equipment and controls.
- Behavioral programs, such as Home Energy Reports, which allows customers to compare energy performance among homes and encourages conservation and greater efficiency.
- Educational programs, such as energy education for students, weatherization workshops for homeowners, and other educational materials and events.

The primary C&I NHSaves programs are:

- Small Business Energy Solutions, which provides small to medium sized electric and natural gas customers with incentives to install or upgrade to more energy efficient electrical, mechanical, and thermal systems or equipment such as lighting and hot water measures.
- Large Business Energy Solutions, which provides large gas and electric customers with incentives to install or upgrade to more energy efficient electrical, mechanical, and thermal systems or equipment.
- Municipal Program, which leverages the NH electric utilities' existing commercial and industrial programs; incorporates a fuel blind component; and encompasses a flexible approach for technical assistance.
- Education, pilot efforts to explore new program offerings for C&I customers, energy code training, and commercial energy auditing.
- Utility specific programs, such as Energy Rewards RFP that encourages customers to submit comprehensive projects as part of a competitive bid process.

The 2019 programs also include an Active Demand Response (“ADR”) pilot offering in which Eversource and Unitil provide incentives to C&I customers to reduce electricity use at times of peak demand.

**2020 NHSaves Program Goals<sup>18</sup>**

The following table summarizes the 2020 program budgets and related goals that are supported by the SBC funds, including FCM and RGGI funds:

<b>NHSaves ENERGY EFFICIENCY PROGRAMS</b>	<b>EXPENSE<sup>19</sup> (\$)</b>	<b>LIFETIME kWh SAVINGS</b>	<b>CUSTOMERS</b>
<b>Residential</b>			
ENERGY STAR® Homes	\$3,618,372	34,586,587	1,007
HPwES	\$8,592,871	22,393,572	2,806
Home Energy Assistance	\$11,503,901	18,530,413	1,752
ENERGY STAR® Products	\$8,016,264	153,277,539	324,756
Other, including ADR and education	<u>\$900,903</u>	<u>3,043,133</u>	<u>34,486</u>
<b>Total Residential</b>	<b>\$32,632,311</b>	<b>231,831,244</b>	<b>364,807</b>
<b>Commercial &amp; Industrial</b>			
Small Business Energy Solutions	\$10,038,740	384,849,044	1,814
Large Business Energy Solutions	\$17,739,336	1,008,538,271	1,679
Municipal Program	\$2,043,245	60,877,406	106
Other, including ADR and education	<u>\$3,237,802</u>	<u>73,328,524</u>	<u>97</u>
<b>Total Commercial &amp; Industrial</b>	<b>\$33,059,123</b>	<b>1,527,593,244</b>	<b>3,695</b>
<b>TOTAL</b>	<b>\$65,691,434</b>	<b>1,759,424,488</b>	<b>368,502</b>

In March 2020, emerging COVID-19 pandemic concerns led Governor Sununu to declare a state of emergency and take other related actions. On March 18, 2020, the state’s regulated utilities notified the Commission of a temporary suspension of certain program offerings in order to protect the health and safety of customers, contractors and employees. On-site services, including energy efficiency assessments, incentives for direct install services, and in-building evaluation activities, and marketing related to these services, were all suspended.

During the suspension period, the utilities worked to provide training opportunities for contractors to receive continuing education and kept in touch with customers regarding pending projects. The suspension and the broader economic impact of the pandemic itself resulted in a time period where project completions were drastically reduced, and many contractors and vendors had to lay-off or furlough workers.

On May 28, 2020, the utilities notified the Commission that a process had been put in place for lifting temporary suspensions in conjunction with a set of safety protocols designed to protect customers and contractors. The utilities also notified the Commission that the severe marketplace disruption due to COVID-19 created a need for increased incentives in order to ensure program continuity, to overcome

<sup>18</sup> See [2019 Plan Update](#), January 15, 2019, pages 53-55.

<sup>19</sup> Expenses represent program implementation expenses and exclude utility performance incentives.

new customer barriers such as lack of funds and economic uncertainty, and to support the contractor eco-system as they re-entered the market place.

The lifting of program suspensions and increased incentive levels are having a positive impact on encouraging customers to move forward with energy efficiency projects and achieve energy savings. However, economic uncertainty for customers continues, and the impacts of COVID-19 will affect energy efficiency programs in 2020 and potentially beyond.

A mid-year overview of the 2020 NHSaves programs, shown below, demonstrates the programs are making progress but have been impacted by the pandemic. Through June 2020, expenditures are 29 percent of annual budget, lifetime kWh electric savings are 17 percent of the annual goal and participation is 89 percent of the annual goal.

**NHSaves Program Mid-Year Overview – January 1 through June 30, 2020, Highlights<sup>20</sup>**

The following table summarizes the expenses and savings associated with efficiency programs for the six months beginning January 2020.

NHSaves ENERGY EFFICIENCY PROGRAMS	EXPENSES (\$)		SAVINGS (Lifetime kWh)		CUSTOMERS	
	Actual	Percent of Budget	Actual	Percent of Budget	Actual	Percent of Budget
<b>RESIDENTIAL (NHSaves@home)</b>						
ENERGY STAR® Homes	\$1,070,231	30%	15,198,792	44%	268	27%
HPwES	\$1,979,803	23%	5,759,446	26%	463	16%
Home Energy Assistance	\$3,533,408	31%	6,661,811	36%	402	23%
ENERGY STAR® Products	\$3,806,094	47%	70,375,832	46%	295,046	91%
Other, including education	<u>\$322,895</u>	<u>36%</u>	<u>1,000,943</u>	<u>33%</u>	<u>29,830</u>	<u>91%</u>
<b>TOTAL RESIDENTIAL</b>	<b>\$10,712,431</b>	<b>33%</b>	<b>98,996,824</b>	<b>43%</b>	<b>326,009</b>	<b>89%</b>
<b>C&amp;I (NHSaves@work)</b>						
Small Business Energy Solutions	\$3,364,017	33%	88,822,975	23%	310	17%
Large Business Energy Solutions	\$3,763,676	21%	108,417,056	11%	118	7%
Municipal Program	\$443,523	22%	6,860,925	11%	30	29%
Other, including education	<u>\$705,563</u>	<u>22%</u>	<u>1,730,452</u>	<u>2%</u>	<u>2</u>	<u>3%</u>
<b>TOTAL C&amp;I</b>	<b>\$8,276,779</b>	<b>25%</b>	<b>205,831,408</b>	<b>13%</b>	<b>460</b>	<b>12%</b>
<b>TOTAL RESIDENTIAL AND C&amp;I</b>	<b>\$18,989,210</b>	<b>29%</b>	<b>304,828,232</b>	<b>17%</b>	<b>326,469</b>	<b>89%</b>

<sup>20</sup> Source of highlights is the Commission website, Electric Division, NHSaves Programs 2019 [Second Quarter Report](#), Docket DE 17-136, pages 1-3. Lighting customer numbers are based on the sum of appliance customers and total bulbs (with total bulbs installed divided by 4.0 bulbs per customer).

The Commission requires that all energy efficiency programs be cost-effective. The standard measure of cost-effectiveness is to compare the value of the energy savings and other benefits achieved over the life of the measure against the cost required to implement the efficiency measure. The calculations are done through detailed benefit-cost models. The cost that the utility avoids is based on detailed forecasts and analysis of the factors affecting New England's electricity markets.

Over the years, the NHSaves programs have consistently demonstrated cost-effectiveness. For 2020, the utilities estimated an average benefit-to-cost ratio of 1.92, using the net present value of total economic benefits compared with the total costs to both utility and customer. In other words, the cost effectiveness shows that for every dollar spent on energy efficiency, \$1.92 worth of benefits is realized.

NHSaves program results indicate that the cost per kWh saved has increased since 2003, the first full year of the then Core programs, but is still less than the avoided energy supply costs used to screen programs. Based on information provided in the 2020 Update Filing, the estimated cost per lifetime kWh saved during 2020 was 3.7 cents per lifetime kWh, approximately 40 percent less than the avoided cost of supply, which is estimated at approximately 6 cents per kWh.<sup>21</sup>

#### **Energy Efficiency Investment In Public Schools**

RSA 374-F:4, VIII-a requires plans for program design and enhancements be submitted by the electric utilities and that the utilities estimate the participation levels needed to maximize the energy efficiency benefits to public schools, including measures to enhance the energy efficiency of public school construction or renovation projects that are designed to improve indoor air quality.

The table on the following page shows the results for 2019 along with January through August results to date for 2020 energy efficiency measures in New Hampshire public schools.

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<sup>21</sup> Reference Docket DE 17-136, New Hampshire Statewide Energy Efficiency Plan, [2020 Update](#), page 9 and based on the avoided costs used in the benefit/cost calculation model.

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**Energy Efficiency Measures in New Hampshire's Public Schools  
Overview of 2019 and January 1 to August 31, 2020**

Year	Measure Type	Number of Projects	Total Incentives	Project Cost	Annual kWh Savings	Annual MMBTU Savings
2019	Cooling	9	\$18,971	\$22,537	50,888	0
	CUSTOM	9	\$108,804	\$236,411	212,987	1,749
	Energy Management System	2	\$33,872	\$54,830	44,012	223
	Heating	3	\$18,075	\$29,967	421	505
	HVAC	7	\$60,402	\$80,536	13,055	1,663
	Lighting	102	\$1,731,763	\$6,036,490	4,262,377	0
	Lighting Controls	6	\$16,093	\$44,636	24,748	0
	Motors	3	\$1,600	\$1,800	10,872	0
	Parking Lot lights	3	\$5,739	\$11,346	32,578	0
	Process	2	\$12,001	\$15,437	59,873	0
	VFD	2	\$3,445	\$6,574	18,280	0
	Water Heating	1	\$500	\$667	0	25
	Weatherization	2	\$26,750	\$69,000	5,281	340
<b>2019 Total</b>		<b>151</b>	<b>\$2,038,016</b>	<b>\$6,610,232</b>	<b>4,735,372</b>	<b>4,505</b>
Jan -	Cooling	0	\$0	\$0	0	0
Aug	CUSTOM	0	\$0	\$0	0	0
2020	Energy Management System	4	\$45,851	\$85,135	20,577	1,886
	Heating	1	\$3,000	\$50,000	0	61
	HVAC	0	\$0	\$0	0	0
	Lighting	27	\$346,359	\$760,744	1,081,156	0
	Lighting Controls	4	\$26,360	\$44,498	32,468	0
	Motors	0	\$0	\$0	0	0
	Parking Lot lights	3	\$4,775	\$13,028	13,850	0
	Process	1	\$16,768	\$54,720	82,154	0
	VFD	0	\$0	\$0	0	0
	Water Heating	0	\$0	\$0	0	0
Weatherization	4	\$16,275	\$46,500	2,817	332	
<b>2020 Total (includes "In Process")</b>		<b>44</b>	<b>\$459,388</b>	<b>\$1,054,625</b>	<b>1,233,021</b>	<b>2,279</b>
<b>Grand Total</b>		<b>195</b>	<b>\$2,497,404</b>	<b>\$7,664,857</b>	<b>5,968,394</b>	<b>6,784</b>

\* Projects with zero values for savings and cost are committed projects not completed yet.

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## Recognition and Awards Attributable to NHSaves Energy Efficiency Programs

### **ENERGY STAR® Awards – 2020 Partner of the Year – Sustained Excellence: New Hampshire’s ENERGY STAR® Homes Program**

2020 was the eighth consecutive year that the utilities have been recognized by the U.S. Environmental Protection Agency (EPA) as an ENERGY STAR® Partner of the Year Award recipient. Recognition as Partner of the Year – Sustained Excellence entails demonstrating a strong commitment to energy efficiency through superior energy efficiency achievements and continued leadership in protecting the environment. The utilities have specifically been recognized for their collaboration and partnerships with Homebuilders, Home Energy Raters and trade associations to successfully implement the ENERGY STAR® Homes program across the state.

### **ENERGY STAR® Awards – 2020 Partner of the Year – Sustained Excellence – New Home Builder: Chinburg Properties, Newmarket, NH**

The EPA again recognized Chinburg Properties for the company’s dedication to energy efficiency, training and for the strong relationships built through the ENERGY STAR® Certified Homes Program. Chinburg Properties has been committed to building 100 percent ENERGY STAR® certified homes since 2012. The company also promotes ENERGY STAR® through their web page and provides training to all staff and new homebuyers about the features and benefits of ENERGY STAR® certified homes. Chinburg Properties is committed to comparing the effectiveness of different construction materials on a regular basis, reducing on-site waste and conserving water during the construction process. This is the fourth ENERGY STAR® Award received by Chinburg Properties.

### **Prior Recognition and Awards**

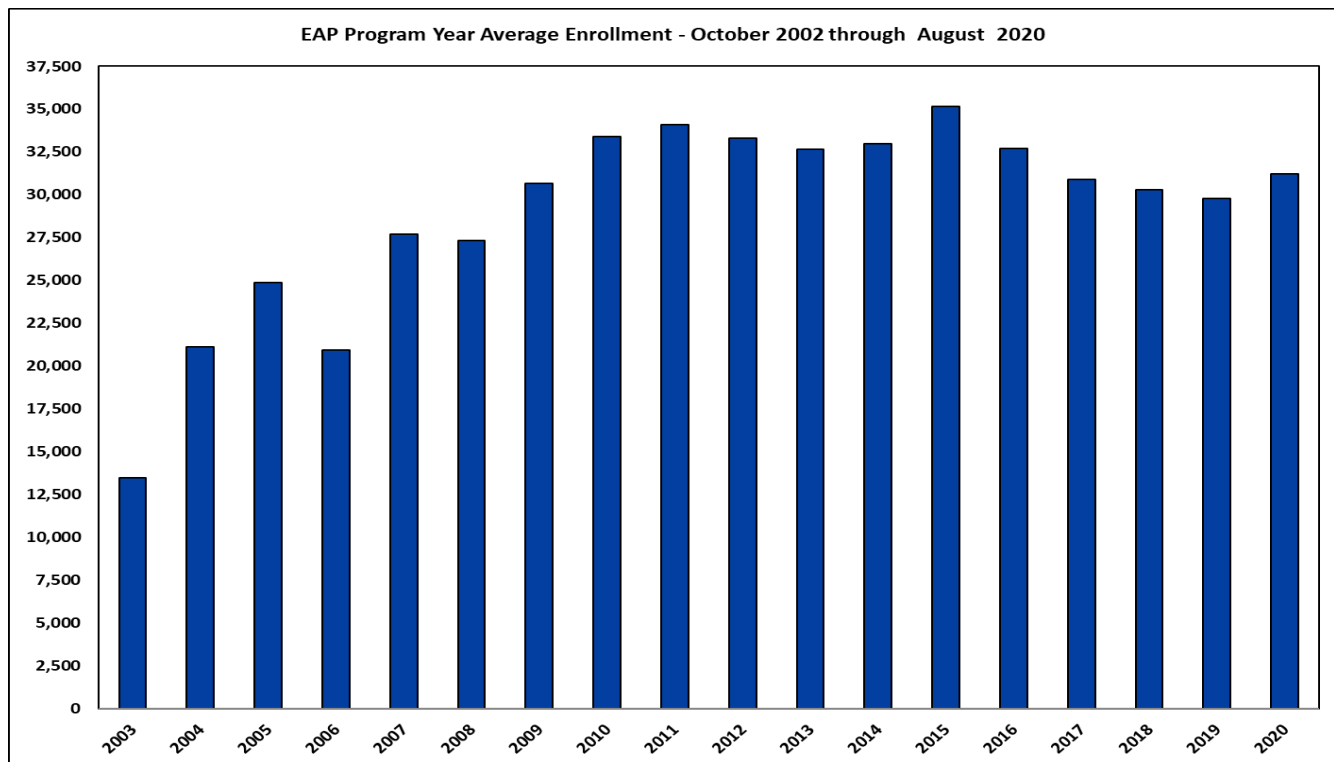
- ACEEE Exemplary Programs 2019 Recognition – NHSaves Home Performance with Energy Star
- ACEEE Exemplary Programs 2019 Recognition – NHSaves Home Energy Assistance Program
- ENERGY STAR® Awards – 2019 Partner of the Year – Sustained Excellence: New Hampshire’s ENERGY STAR® Homes Program
- ENERGY STAR® Awards – 2019 Partner of the Year – New Home Builder: Chinburg Properties
- ENERGY STAR® Awards – 2018 Partner of the Year – Sustained Excellence: New Hampshire’s ENERGY STAR® Homes Program
- ENERGY STAR® Awards – 2018 Partner of the Year – New Home Builder: Chinburg Properties
- ENERGY STAR® Awards – 2018 Partner of the Year - Home Energy Rater: GDS Associates, Inc.

### Electric Assistance Program

As directed by RSA 374-F:3, V, the Commission adopted the Electric Assistance Program (EAP) to provide bill assistance to low-income customers as part of electric restructuring. The EAP, which began on October 1, 2002, provides targeted benefits to low-income customers. The program has been developed such that households with the lowest poverty level receive the highest benefits. Eligibility for the program is determined using New Hampshire's state median income, a measure of income issued every year by the federal Department of Health and Human Services.

RSA 374-F:4, VIII (c) authorizes funding of the EAP through the SBC, and customers of Eversource, Liberty Utilities, New Hampshire Electric Cooperative and Unitil Energy Systems support the EAP through a per kWh charge on electric bills. Between \$15 million and \$16 million is collected each year through the low-income portion of the SBC to provide bill assistance to low-income households in New Hampshire. The EAP completes its eighteenth year of operation on September 30, 2020. Currently, there are slightly more than 31,800 households receiving this benefit. Over the past eighteen years, more than 402,148 households have received assistance from the EAP.

EAP enrollment levels were relatively consistent between 2010 and 2016. Enrollment between 2017 and 2019 declined slightly over prior years; however, 2020 enrollment levels are trending upwards. The average annual enrollment for each program year is shown in the chart below.



Effective January 1, 2020, the Commission approved a change to the EAP program design, increasing the income eligibility threshold from 200 percent of the federal poverty guideline to 60 percent of New Hampshire state median income, or NH SMI, to match the eligibility threshold of the Low-Income Home Energy Assistance Program, or LIHEAP. The change in income eligibility provides parity between LIHEAP and EAP, thus reducing confusion for customers who often apply for both program at the same time.

Monthly enrollment in the EAP varies, with the highest enrollments occurring over the winter months and lower enrollments in late spring and early summer. The increase in the income eligibility threshold combined with job loss due to the pandemic resulted in an increase in enrollment between January and August of 2020. As is typical, enrollment is expected to increase further beginning in October and should continue to increase through April or May 2021.

Monthly Enrollment												
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>2017</b>	31,499	31,664	31,546	31,579	31,439	30,445	30,141	29,895	29,708	29,677	29,908	30,599
<b>2018</b>	31,330	31,868	30,810	30,957	30,342	30,075	29,743	29,243	29,042	29,211	29,571	30,333
<b>2019</b>	30,738	30,118	30,227	30,329	29,954	29,646	29,481	28,953	28,954	29,104	29,568	30,222
<b>2020</b>	31,523	31,597	31,682	31,924	32,054	32,051	31,852	31,747	n/a	n/a	n/a	n/a

The EAP provides targeted bill assistance through five discount tiers. Households with the lowest poverty level receive the highest discount. While distribution of households by discount tier is relatively consistent year over year, enrollment in the 8 percent discount tier has increased over the past 6 months. As of the end of August 2020, 18 percent of enrolled households received a discount of 76 percent; 20 percent received a discount of 52 percent; 18 percent received a discount of 36 percent; 16 percent received a discount of 22 percent; and 28 percent of enrolled households received a discount of 8 percent. The following table displays the five discount tiers and the income range, by household size, for each tier.

<b>EAP Income Eligibility Guidelines by Discount Tier</b>					
<b>Household size</b>	<b>76%</b>	<b>52%</b>	<b>36%</b>	<b>22%</b>	<b>8%</b>
<b>1</b>	≤ \$ 9,570	> \$ 9,570 and ≤ \$12,760	> \$12,760 and ≤ \$15,950	> \$15,950 and ≤ \$19,140	>\$19,140 and ≤ \$36,237
<b>2</b>	≤ \$12,930	> \$12,930 and ≤ \$17,240	> \$17,240 and ≤ \$21,550	> \$21,550.and ≤ \$25,860	> \$25,860 and ≤ \$47,386
<b>3</b>	≤ \$16,290	> \$16,290 and ≤ \$21,720	> \$21,720 and ≤ \$27,150	> \$27,150.and ≤ \$32,580	> \$32,580 and ≤ \$58,536
<b>4</b>	≤ \$19,650	> \$19,650 and ≤ \$26,200	> \$26,200 and ≤ \$32,750	> \$32,750 and ≤ \$39,300	> \$39,300 and ≤ \$69,686
<b>5</b>	≤ \$23,010	> \$23,010and ≤ \$30,680	> \$30,680 and ≤ \$38,350	> \$38,350 and ≤ \$46,020	> \$46,020 and ≤ \$80,836
<b>6</b>	≤ \$26,370	> \$26,370 and ≤ \$35,160	> \$35,160 and ≤ \$43,950	> \$43,950 and ≤ \$52,740	> \$52,740 and ≤ \$91,986
<b>7</b>	≤ \$29,258	> \$29,258 and ≤ \$39,010	> \$39,010 and ≤ \$48,763	> \$48,763 and ≤ \$58,515	> \$58,515 and ≤ \$94,076
<b>8</b>	≤ \$32,573	> \$32,573 and ≤ \$43,430	> \$43,430 and ≤ \$54,288	> \$54,288 and ≤ \$65,145	> \$65,145 and ≤ \$96,167

During the past 11 months, the low-income portion of the SBC collected approximately \$14.4 million in funding for the EAP. Customers received approximately \$12.6 million in bill assistance during the period October 1, 2019 through August 31, 2020. Approximately \$1.8 million in administrative costs were incurred by the New Hampshire Community Action Agencies (CAA), the electric utilities, and the Office of Strategic Initiatives (OSI).<sup>22</sup>

As program administrator, the CAA performs activities such as client outreach and intake, application processing, enrollment of participants, and periodic review of ongoing program eligibility. The CAA also conducts compliance monitoring to ensure adherence to program guidelines. Utility incremental costs generally include expenses for the production and printing of educational materials, such as posters and brochures, customer service, legal services, and information technology support, and represent those expenses reasonably incurred as part of the utility’s administration of the EAP that would not be incurred absent administration of the EAP. Expenses included in the OSI budget relate to OSI’s participation in EAP Advisory Board meetings and other EAP related discussions. The Commission does not charge the EAP for its oversight of the program.

<b>EAP Financial Information</b>					
<b>October 1, 2019 through August 31, 2020</b>					
<b>Balance in EAP fund on 10/1/19</b>	<b>SBC revenue for EAP</b>	<b>Interest</b>	<b>Benefits paid</b>	<b>Administrative costs</b>	<b>Balance in EAP fund on 8/31/20</b>
\$2,942,527	\$14,388,899	\$10,301	\$12,649,874	\$1,835,514	\$2,856,339

<sup>22</sup> Of the approximately \$1.8 million in administrative costs paid during the first 11 months of the 2019-2020 EAP program year, \$1,833,525 was paid to the CAA, \$1,531 was paid to the utilities and \$458 was paid to OSI.

While the long-term effect of the pandemic on kWh sales and, correspondingly, SBC generated revenue is unknown, there has been a slight decline in revenue for the EAP. When compared to the same 11 month period in 2018 through 2019, SBC generated revenue is approximately 1.3 percent lower.

As winter approaches, enrollment in EAP is likely to increase. The balance in the EAP fund will allow the program to provide assistance to a larger number of households; however, a higher enrollment level is not sustainable in the long term. As a result, the Commission will monitor funding and enrollment closely over the upcoming program year.

Information regarding the number of program participants and the amount of benefits paid, broken out by town, for the current EAP program year is located in Appendix D. There has not been a waiting list for the EAP since May 2012.

# Appendix A

**NHSAVES PROGRAMS**  
**2020 Statewide Goals**  
**Statewide & Company-Specific Programs**

Description	Program Budget <sup>(1)</sup>	kWh Savings		kW Savings		MMBtu Savings		Customers Count
		Annual	Lifetime	Winter kW	Summer kW	Annual	Lifetime	
<b><u>Electric Utilities</u></b>								
Statewide Programs	\$ 59,509,484	128,797,997	1,622,175,426	18,039	14,610	129,835	2,582,375	333,813
Municipal Program	\$ 2,043,245	4,305,763	60,877,406	648	202	3,718	55,534	106
All Other Statewide Programs								
Sub-total	\$ 61,552,729	133,103,759	1,683,052,831	18,687	14,812	133,553	2,637,909	333,919
Company Specific Programs <sup>(2)</sup>	\$ 4,138,705	7,076,611	76,371,657	934	1,092	-	-	34,583
<b>Total Electric</b>	<b>\$ 65,691,434</b>	<b>140,180,370</b>	<b>1,759,424,488</b>	<b>19,622</b>	<b>15,904</b>	<b>133,553</b>	<b>2,637,909</b>	<b>368,501</b>
<b><u>Gas Utilities</u></b>								
Statewide Programs	\$ 10,689,261	584,792	8,687,060	157	74	178,361	2,998,738	5,732
Company Specific Programs <sup>(2)</sup>	\$ 462,712	-	-			9,372	32,651	36,694
<b>Total Gas</b>	<b>\$ 11,151,972</b>	<b>584,792</b>	<b>8,687,060</b>	<b>157</b>	<b>74</b>	<b>187,733</b>	<b>3,031,389</b>	<b>42,426</b>
<b>Grand Total</b>	<b>\$ 76,843,406</b>	<b>140,765,162</b>	<b>1,768,111,547</b>	<b>19,779</b>	<b>15,978</b>	<b>321,286</b>	<b>5,669,298</b>	<b>410,927</b>

**Notes:**

(1) Program budgets shown in this report exclude the performance incentive (PI).

(2) Company-specific includes company-specific programs, education, forward capacity market administration and loan program administration.



**NHSAVES PROGRAMS  
 2020 Statewide Goals  
 Statewide Programs <sup>(1)</sup>**

Description	Program Budget	kWh Savings		kW Savings		MMBtu Savings		Customers Count
		Annual	Lifetime	Winter kW	Summer kW	Annual	Lifetime	
<b><u>Electric Utilities</u></b>								
<b>Residential</b>								
Home Energy Assistance	\$ 11,503,901	1,374,398	18,530,413	140	192	36,989	769,506	1,752
NH Home Performance w/Energy Star	\$ 8,592,871	1,610,069	22,393,572	225	295	71,470	1,348,068	2,806
EnergyStar® Homes	\$ 3,618,372	1,562,336	34,586,587	196	342	16,473	393,865	1,007
EnergyStar® Products	\$ 8,016,264	19,655,186	153,277,539	4,928	2,602	4,903	70,937	324,756
Sub-total	\$ 31,731,408	24,201,989	228,788,111	5,489	3,432	129,835	2,582,375	330,321
<b>Commercial &amp; Industrial</b>								
Large Business Energy Solutions	\$ 17,739,336	75,364,424	1,008,538,271	9,688	8,080	-	-	1,679
Small Business Energy Solutions	\$ 10,038,740	29,231,584	384,849,044	2,862	3,098	-	-	1,814
Municipal Program	\$ 2,043,245	4,305,763	60,877,406	648	202	3,718	55,534	106
Sub-total	\$ 29,821,321	108,901,770	1,454,264,720	13,198	11,379	3,718	55,534	3,598
<b>Total Electric</b>	<b>\$ 61,552,729</b>	<b>133,103,759</b>	<b>1,683,052,831</b>	<b>18,687</b>	<b>14,812</b>	<b>133,553</b>	<b>2,637,909</b>	<b>333,919</b>
<b><u>Gas Utilities</u></b>								
<b>Residential</b>								
Home Energy Assistance	\$ 2,089,441	69,445	1,281,110	30	1	10,597	215,180	372
NH Home Performance w/Energy Star	\$ 1,155,804	199,287	1,332,399	40	31	13,513	243,323	703
EnergyStar® Homes	\$ 1,087,876	178,605	3,922,898	18	42	14,231	313,148	455
EnergyStar® Products	\$ 1,214,683	135,549	2,115,940	69	-	16,988	292,845	2,825
Sub-total	\$ 5,547,805	582,886	8,652,347	157	74	55,329	1,064,495	4,355
<b>Commercial &amp; Industrial</b>								
Large Business Energy Solutions	\$ 2,931,069	-	-	-	-	84,147	1,315,457	185
Small Business Energy Solutions	\$ 2,210,387	1,906	34,713	0	-	38,885	618,787	1,191
Sub-total	\$ 5,141,456	1,906	34,713	0	-	123,032	1,934,244	1,377
<b>Total Gas</b>	<b>\$ 10,689,261</b>	<b>584,792</b>	<b>8,687,060</b>	<b>157</b>	<b>74</b>	<b>178,361</b>	<b>2,998,738</b>	<b>5,732</b>
<b>Grand Total</b>	<b>\$ 72,241,990</b>	<b>133,688,551</b>	<b>1,691,739,891</b>	<b>18,845</b>	<b>14,886</b>	<b>311,914</b>	<b>5,636,647</b>	<b>339,650</b>

**Notes:**

(1) Amounts shown above pertain only to the Statewide programs. The amounts pertaining to the Company-Specific programs are shown on Attachment B, page 3.

**NHSAVES PROGRAMS**  
**2020 Statewide Goals**  
**Company-Specific Programs <sup>(1)</sup>**

Description	Program Budget	kWh Savings		kW Savings		MMBtu Savings		Customers Count
		Annual	Lifetime	Winter kW	Summer kW	Annual	Lifetime	
<b><u>Electric Utilities</u></b>								
<b>Residential</b>								
Home Energy Reports	\$ 275,084	1,128,050	3,043,133	131	82	-	-	32,956
Customer Engagement Platform	\$ 267,703	-	-	-	-	-	-	-
Forward Capacity Market Expenses <sup>(2)</sup>	\$ 107,557	-	-	-	-	-	-	-
Residential DR Initiative	\$ 250,559	-	-	-	-	-	-	1,530
Sub-total	\$ 900,903	1,128,050	3,043,133	131	82	-	-	34,486
<b>Commercial &amp; Industrial</b>								
Smart Start	\$ 35,000	-	-	-	-	-	-	-
C&I Customer Partnerships	\$ 23,124	-	-	-	-	-	-	-
C&I RFP Program	\$ 1,482,952	5,948,560	73,328,524	804	1,010	-	-	68
Customer Engagement Platform	\$ 373,126	-	-	-	-	-	-	-
Education	\$ 511,936	-	-	-	-	-	-	-
Forward Capacity Market Expenses <sup>(2)</sup>	\$ 204,134	-	-	-	-	-	-	-
Large Business DR Initiative	\$ 607,530	-	-	-	-	-	-	29
Sub-total	\$ 3,237,802	5,948,560	73,328,524	804	1,010	-	-	97
<b>Total Residential and C&amp;I</b>	<b>\$ 4,138,705</b>	<b>7,076,611</b>	<b>76,371,657</b>	<b>934</b>	<b>1,092</b>	<b>-</b>	<b>-</b>	<b>34,583</b>
<b><u>Gas Utilities</u></b>								
<b>Residential</b>								
Home Energy Reports	\$ 356,201	-	-	-	-	9,372	32,651	36,694
Education	\$ -	-	-	-	-	-	-	-
Sub-total	\$ 356,201	-	-	-	-	9,372	32,651	36,694
<b>Commercial &amp; Industrial</b>								
Education	\$ 106,511	-	-	-	-	-	-	-
Sub-total	\$ 106,511	-	-	-	-	-	-	-
<b>Total Residential and C&amp;I</b>	<b>\$ 462,712</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>9,372</b>	<b>32,651</b>	<b>36,694</b>
<b>Grand Total</b>	<b>\$ 4,601,417</b>	<b>7,076,611</b>	<b>76,371,657</b>	<b>934</b>	<b>1,092</b>	<b>9,372</b>	<b>32,651</b>	<b>71,277</b>

**Notes:**  
(1) Amounts shown above pertain only to the Company-Specific programs. The amounts pertaining to the Statewide programs are shown on Attachment B, page 2. Company-specific includes company-specific programs, education, forward capacity market administration and loan program administration.  
(2) Amounts shown are budgeted expenses related to the electric utilities' participation in ISO-NE's Forward Capacity Market.

# Appendix B

**NHSAVES PROGRAMS**  
**2021 Statewide Goals**  
**Statewide & Company-Specific Programs**

Description	Program Budget <sup>(1)</sup>	kWh Savings		kW Savings		MMBtu Savings		Customers Count
		Annual	Lifetime	Winter kW	Summer kW	Annual	Lifetime	
<b><u>Electric Utilities</u></b>								
Statewide Programs	\$ 85,660,206	137,949,636	1,691,209,524	16,766	17,560	114,463	2,383,758	455,857
Municipal Program	\$ 1,955,558	3,769,585	52,433,933	433	504	3,615	77,427	227
All Other Statewide Programs								
Sub-total	\$ 87,615,764	141,719,221	1,743,643,457	17,199	18,064	118,078	2,461,185	456,085
Company Specific Programs <sup>(2)</sup>	\$ 5,966,697	7,085,254	61,795,254	988	779	-	-	34,759
<b>Total Electric</b>	<b>\$ 93,582,461</b>	<b>148,804,474</b>	<b>1,805,438,711</b>	<b>18,186</b>	<b>18,843</b>	<b>118,078</b>	<b>2,461,185</b>	<b>490,844</b>
<b><u>Gas Utilities</u></b>								
Statewide Programs	\$ 11,181,314	39,968	699,876	10	6	176,645	2,682,193	14,211
Company Specific Programs <sup>(2)</sup>	\$ 857,174	-	-			21,391	21,391	72,100
<b>Total Gas</b>	<b>\$ 12,038,488</b>	<b>39,968</b>	<b>699,876</b>	<b>10</b>	<b>6</b>	<b>198,036</b>	<b>2,703,583</b>	<b>86,311</b>
<b>Grand Total</b>	<b>\$ 105,620,948</b>	<b>148,844,442</b>	<b>1,806,138,587</b>	<b>18,196</b>	<b>18,849</b>	<b>316,114</b>	<b>5,164,768</b>	<b>577,155</b>

- Notes:**  
(1) Program budgets shown in this report exclude the performance incentive (PI).  
(2) Company-specific includes company-specific programs, education, forward capacity market administration and loan program administration.

**NHSAVES PROGRAMS**  
**2022 Statewide Goals**  
**Statewide & Company-Specific Programs**

Description	Program Budget <sup>(1)</sup>	kWh Savings		kW Savings		MMBtu Savings		Customers Count
		Annual	Lifetime	Winter kW	Summer kW	Annual	Lifetime	
<b><u>Electric Utilities</u></b>								
Statewide Programs	\$ 104,096,713	156,918,183	2,043,062,576	16,717	19,152	130,106	2,716,348	265,026
Municipal Program	\$ 1,955,089	3,520,545	50,268,690	392	448	3,715	79,927	224
All Other Statewide Programs								
Sub-total	\$ 106,051,802	160,438,728	2,093,331,266	17,109	19,600	133,821	2,796,275	265,251
Company Specific Programs <sup>(2)</sup>	\$ 9,502,480	10,539,690	99,839,690	1,388	1,108	-	-	35,656
<b>Total Electric</b>	<b>\$ 115,554,283</b>	<b>170,978,418</b>	<b>2,193,170,956</b>	<b>18,496</b>	<b>20,708</b>	<b>133,821</b>	<b>2,796,275</b>	<b>300,907</b>
<b><u>Gas Utilities</u></b>								
Statewide Programs	\$ 13,008,239	48,768	784,337	14	9	204,454	3,136,697	16,234
Company Specific Programs <sup>(2)</sup>	\$ 698,133	-	-			49,203	49,203	72,100
<b>Total Gas</b>	<b>\$ 13,706,372</b>	<b>48,768</b>	<b>784,337</b>	<b>14</b>	<b>9</b>	<b>253,657</b>	<b>3,185,900</b>	<b>88,334</b>
<b>Grand Total</b>	<b>\$ 129,260,654</b>	<b>171,027,186</b>	<b>2,193,955,293</b>	<b>18,511</b>	<b>20,716</b>	<b>387,478</b>	<b>5,982,175</b>	<b>389,241</b>

**Notes:**  
(1) Program budgets shown in this report exclude the performance incentive (PI).  
(2) Company-specific includes company-specific programs, education, forward capacity market administration and loan program administration.

**NHSAVES PROGRAMS  
2023 Statewide Goals  
Statewide & Company-Specific Programs**

Description	Program Budget <sup>(1)</sup>	kWh Savings		kW Savings		MMBtu Savings		Customers Count
		Annual	Lifetime	Winter kW	Summer kW	Annual	Lifetime	
<b><u>Electric Utilities</u></b>								
Statewide Programs	\$ 125,626,820	186,550,546	2,487,797,824	18,287	22,515	143,416	2,992,158	116,462
Municipal Program	\$ 1,961,055	3,409,955	48,703,610	381	451	3,715	79,927	220
All Other Statewide Programs								
Sub-total	\$ 127,587,875	189,960,501	2,536,501,434	18,669	22,966	147,131	3,072,085	116,683
Company Specific Programs <sup>(2)</sup>	\$ 14,103,954	15,590,000	146,330,000	1,772	1,434	-	-	36,968
<b>Total Electric</b>	<b>\$ 141,691,829</b>	<b>205,550,501</b>	<b>2,682,831,434</b>	<b>20,440</b>	<b>24,400</b>	<b>147,131</b>	<b>3,072,085</b>	<b>153,651</b>
<b><u>Gas Utilities</u></b>								
Statewide Programs	\$ 15,427,035	47,667	840,435	12	7	239,278	3,667,138	16,842
Company Specific Programs <sup>(2)</sup>	\$ 710,370	-	-			62,610	62,610	72,100
<b>Total Gas</b>	<b>\$ 16,137,405</b>	<b>47,667</b>	<b>840,435</b>	<b>12</b>	<b>7</b>	<b>301,888</b>	<b>3,729,748</b>	<b>88,942</b>
<b>Grand Total</b>	<b>\$ 157,829,233</b>	<b>205,598,168</b>	<b>2,683,671,869</b>	<b>20,452</b>	<b>24,407</b>	<b>449,020</b>	<b>6,801,833</b>	<b>242,592</b>

**Notes:**  
(1) Program budgets shown in this report exclude the performance incentive (PI).  
(2) Company-specific includes company-specific programs, education, forward capacity market administration and loan program administration.

**NHSAVES PROGRAMS**  
**2021-2023 Statewide Goals**  
**Statewide & Company-Specific Programs**

Description	Program Budget <sup>(1)</sup>	kWh Savings		kW Savings		MMBtu Savings		Customers Count
		Annual	Lifetime	Winter kW	Summer kW	Annual	Lifetime	
<b><u>Electric Utilities</u></b>								
Statewide Programs	\$ 315,383,740	481,418,364	6,222,069,924	51,770	59,227	387,985	8,092,264	837,346
Municipal Program	\$ 5,871,702	10,700,086	151,406,233	1,206	1,404	11,045	237,281	672
All Other Statewide Programs								
Sub-total	\$ 321,255,442	492,118,450	6,373,476,157	52,976	60,630	399,030	8,329,545	838,018
Company Specific Programs <sup>(2)</sup>	\$ 29,573,131	33,214,944	307,964,944	4,147	3,320	-	-	61,984
<b>Total Electric</b>	<b>\$ 350,828,573</b>	<b>525,333,394</b>	<b>6,681,441,101</b>	<b>57,123</b>	<b>63,950</b>	<b>399,030</b>	<b>8,329,545</b>	<b>900,002</b>
<b><u>Gas Utilities</u></b>								
Statewide Programs	\$ 39,616,587	136,402	2,324,648	36	22	620,377	9,486,028	47,287
Company Specific Programs <sup>(2)</sup>	\$ 2,265,677	-	-			133,204	133,204	198,100
<b>Total Gas</b>	<b>\$ 41,882,264</b>	<b>136,402</b>	<b>2,324,648</b>	<b>36</b>	<b>22</b>	<b>753,581</b>	<b>9,619,232</b>	<b>245,387</b>
<b>Grand Total</b>	<b>\$ 392,710,836</b>	<b>525,469,796</b>	<b>6,683,765,749</b>	<b>57,159</b>	<b>63,972</b>	<b>1,152,611</b>	<b>17,948,777</b>	<b>1,145,389</b>

**Notes:**  
(1) Program budgets shown in this report exclude the performance incentive (PI).  
(2) Company-specific includes company-specific programs, education, forward capacity market administration and loan program administration.

# Appendix C















# Retail Energy Reduction Partners Program and Large Business Energy Reduction Partners Program

2018-2019 ANNUAL REPORT

Energy Efficiency Programs Funded Through  
Energy Efficiency Fund RFP #14-004

2020 ANNUAL REPORT

Energy Efficiency Programs Funded Through  
Energy Efficiency Fund FRP #18-005

**Jointly submitted by New Hampshire's Electric Utilities:**

- Liberty Utilities Corp. (Granite State Electric Corp.) d/b/a Liberty Utilities
- New Hampshire Electric Cooperative, Inc.
- Public Service Company of New Hampshire d/b/a Eversource Energy
- Unital Energy Systems, Inc. d/b/a Unital-NH Electric Operations

**October 1, 2020**



# Section 1: Background

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This annual report (“Report”) is being submitted jointly by Liberty Utilities Corp. (Granite State Electric) d/b/a Liberty Utilities (“Liberty Electric”), New Hampshire Electric Cooperative, Inc. (“NHEC”), Public Service Company of New Hampshire d/b/a Eversource Energy (“Eversource”), and Unitil Energy Systems, Inc. d/b/a Unitil-NH Electric Operations (“Unitil Electric”) (hereinafter referred to as the “NH Electric Utilities”).

In 2015, the NH Electric Utilities jointly submitted a response to the New Hampshire Public Utilities Commission (“Commission”) Request for Proposal (“RFP”) #14-004. The NH Electric Utilities were awarded \$1.2 million for the delivery of energy efficiency program services over the three-year period of 2016 to 2018. Entities who received funds must submit an annual report to the Commission on the performance of the energy efficiency programs. This is the third and final annual Report which will be issued by the NH Electric Utilities. This Report covers energy efficiency projects installed during the period of January 2018 to December 2019 as well as final data covering the full grant from 2016-2019. Section 5 of this report also provides information on Commission RFP #2018-005.

## **1.1 New Hampshire’s Energy Efficiency Programs**

For more than two decades, New Hampshire’s electric and natural gas utilities have offered energy efficiency programs to residential and Commercial and Industrial (“C&I”) customers across the state.<sup>1</sup> These programs promote economic development, reduce the need for additional capacity investments, provide energy savings, and protect the environment by reducing the amount of carbon dioxide (“CO<sub>2</sub>”) and sulfur and nitrogen oxides released into the atmosphere due to reduced energy generation and consumption. New Hampshire’s energy efficiency programs are jointly marketed by the NH Utilities under a statewide umbrella marketing brand—NHSaves™.

## **1.2 Regional Greenhouse Gas Initiative and Grant**

In June 2008, the General Court of New Hampshire enacted RSA 125-O:19-28 authorizing New Hampshire’s participation in the Regional Greenhouse Gas Initiative (“RGGI”).<sup>2</sup> Established in 2005, RGGI is the first mandatory cap-and-trade program in the United States to reduce CO<sub>2</sub> and other greenhouse gas (“GHG”) emissions from the electric power sector. Currently, ten states participate in RGGI: Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, and Vermont.

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<sup>1</sup> Hereinafter, the word “customer” will be understood to mean both utility customers and New Hampshire Electric Cooperative members.

<sup>2</sup> The General Court of New Hampshire is the bicameral state legislature of New Hampshire made up of two chambers, the House of Representatives (400 members) and the Senate (24 members).

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RGGI requires fossil-fuel-fired electric power generators with capacity of 25 megawatts (“MW”) or greater (called “regulated sources”) to purchase allowances equal to their CO<sub>2</sub> emissions over a three-year control period. Regulated sources within the ten states may comply by purchasing allowances from quarterly auctions, off-set projects, and other energy generators within the region. The administration of RGGI has resulted in a decrease of CO<sub>2</sub> emissions by 45 percent between the base period of 2006-2008 and the period of 2015-2017.<sup>3</sup>

The same legislation that authorized RGGI participation also created the State’s Greenhouse Gas Emissions Reduction Fund (“GHGERF”), which is funded with the proceeds from the auction sale of New Hampshire’s CO<sub>2</sub> budget allowances and is administered by the Commission. In June 2012, the General Court of New Hampshire enacted HB 1490, which included a provision to replace the GHGERF with the Energy Efficiency Fund. The same legislation directed that all proceeds above a cap of \$1.00 per RGGI CO<sub>2</sub> allowance be rebated back to the customers of the NH Electric Utilities. The legislation directed the Commission, beginning in 2013, to allocate remaining RGGI revenues to the NHSaves Programs administered by the NH Electric Utilities.

Per legislative updates enacted since then, additional requirements have been established regarding the allocation of RGGI funds resulting from the first \$1.00 per RGGI CO<sub>2</sub> allowance. The first requirement is that at least 15 percent of these remaining funds must be allocated to the NHSaves low-income energy efficiency program—Home Energy Assistance. An additional requirement is that up to \$2 million must be allocated annually for municipal and local government energy efficiency projects conducted through the NHSaves C&I Programs. If there are any funds remaining, after the low-income and municipal and local government program allocations to the NH Electric Utilities, then they must be allocated by the Commission through a competitive bid process to all-fuels, comprehensive energy efficiency programs administered by qualified parties. The legislation directed that the Commission’s Electric Division conduct the competitive bid process and requires each entity receiving funds to submit an annual report to the Commission on the performance of the energy efficiency programs and projects.

In 2015, the four NH Electric Utilities—Eversource, Liberty Utilities, New Hampshire Electric Cooperative, and Unitil Energy Systems, Inc.—jointly submitted a response to the Commission’s Request for Proposal #14-004. The NH Electric Utilities were awarded \$1.2 million for the delivery of the Retail Energy Reduction Partners Program and the Large Business Energy Reduction Partners Program over the three-year period of 2016 to 2018. The NH Electric Utilities track the goals and achievements for the Retail Energy Reduction Partners Program and Large Business Energy Reduction Partners Program separately from the standard NHSaves Programs.

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<sup>3</sup> RGGI. *2017 Electric Power Monitoring Report*. “The annual average CO<sub>2</sub> emissions from RGGI electric generation sources from 2015 to 2017 decreased by 62.9 million short tons of CO<sub>2</sub>, or 45.3 percent, compared to the base period of 2006 to 2008.”



## Section 2: Description of Programs

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The **Retail Energy Reduction Partners Program** and the **Large Business Energy Reduction Partners Program** (“C&I Partners Programs”) leveraged the ongoing success of the NHSaves Programs administered by the NH Electric Utilities by expanding the energy efficiency services available to targeted segments of the commercial market. Retail businesses and large business energy users were identified as having energy efficiency opportunities related to unregulated fuels that are not served by the NHSaves suite of commercial offerings. The C&I Partners Programs included technical assistance and financial incentives for cost-effective energy efficiency measures that primarily reduce oil and propane usage in existing buildings. These additional services, when combined with the NHSaves Programs, allowed the NH Electric Utilities to seamlessly and cost effectively offer comprehensive, whole building energy efficiency services to C&I customers interested in pursuing energy efficiency projects regardless of the fuel type their retail business or large businesses utilizes for space, water, or process heating.

Through the C&I Partners Programs, financial incentives were offered for the following energy efficiency services: technical assistance, building air sealing and weatherization services, commercial kitchen equipment, process equipment, custom measures, and retrofitting of existing oil and propane heating and hot water systems to high-efficiency systems. These energy efficiency services complemented the existing suite of NHSaves C&I Program electric services, which focus on electricity-saving light-emitting diode (“LED”) lighting and controls, refrigeration, compressed air and motor upgrades, and heating, ventilation, and air conditioning (“HVAC”) equipment and systems, custom measures, and technical assistance associated with these measures.

The NH Electric Utilities utilized the existing NHSaves C&I Programs’ delivery infrastructure, including their contractor network, to deliver a suite of RGGI-funded energy efficiency services, including fuel-neutral solutions, to retail and large business customers. To support a comprehensive, whole-building approach at a level appropriate for individual customers, the NH Electric Utilities offered differing levels of technical assistance, including:

1. Walk-through audits which result in an inventory of recommended energy-efficient measures (the initiation of an energy plan);
  2. Focused technology assessments by measure, which result in estimates of energy and cost savings, measure installation costs, and payback; and
  3. American Society of Heating, Refrigerating, and Air Conditioning Engineers (“ASHRAE”) Level 2 or 3 audits which typically result in comprehensive and more detailed assessments of energy savings, installation costs, and payback.
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To limit confusion in the marketplace, the incentive structures for both programs were similar to those already offered through the NHTSaves Large and Small Business Energy Solutions Programs. C&I customers were responsible for those project costs not covered by the C&I Partners Programs' incentives.

## Section 3: Program Achievements

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### 3.1 Historical Achievements

In early 2016, the NH Electric Utilities began to reach out to weatherization contractors and electric direct install contractors about the possibility of expanding their services to focus on C&I customers' weatherization opportunities. Once a robust contractor network was in place, the NH Electric Utility program administrators and account executives, in collaboration with the contractors themselves began to conduct outreach to develop a pipeline of weatherization projects and begin implementation.

In 2017, activities focused on working with customers and contractors to move forward with identified projects and to continue building the pipeline to ensure full utilization of the funds during the three-year grant period. At the end of 2017, both the annual and lifetime kilowatt-hour ("kWh") savings goals and the annual and lifetime million natural gas British Thermal Units ("MMBtu") savings goals had been significantly exceeded. This was due to projects with higher energy savings than planned.

In 2018, the NH Electric Utilities continued to move forward with additional C&I Partners Programs projects to fully utilize the grant funds and to achieve additional savings. Although the grant period for RFP #14-004 was 2016-2018, the NH Electric Utilities note that there were several transactions that finalized in 2019, including a third-party evaluation of the grant activity.

### **2018 to 2019 Achievements**

- Approximately 76 customer projects/audits were completed during the 2018-2019 time period. Of these projects, 53 were retail businesses and 23 were large business energy users.
- Projects completed in 2018 and 2019 resulted in customer cost savings of \$3.56 million over the lifetime of the energy efficiency measures installed, which can be reinvested in the New Hampshire economy.<sup>4</sup>
- In 2018 and 2019 leveraged an additional \$329,411 in customer investment in the audits and energy efficiency projects.

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<sup>4</sup> Customer cost savings are calculated based on lifetime energy savings and 10-year average retail fuel prices (\$1.47 cents/kWh for electricity, \$3.01/gallon oil, and \$2.86/gallon propane).

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- Energy savings from projects completed in 2018 and 2019 will result in a lifetime reduction of 13,030 metric tons of GHG emissions, the equivalent of taking 28,815 passenger vehicles off the road for one year.<sup>5</sup>

**Table 1: January 1, 2018 – December 31, 2019 Key Highlights**

Lifetime MMBtu Savings	190,308
Annual MMBtu Savings	12,042
Program Expenditures	\$599,740
Program Cost per Lifetime MMBtu Savings	\$3.15
Program Expenditures Spent on Customer Project Installation/Audit Costs	\$593,027
% of Program Expenditures Spent on Customer Project Installation/Audit Costs	98.8%
Customer Investment in Project Installation/Audit Costs	\$329,411
Total Project Installation/Audit Costs (Program + Customer investment)	\$478,434

Other ancillary benefits of the C&I Partners Programs include:

- Technical assistance audits offered through these programs help to transform the market in New Hampshire by educating customers on the value and benefits derived through energy efficiency, while improving the experience and expertise of contractors working with customers to identify energy savings associated with all fuels.
- Support of a robust contract market in New Hampshire to perform energy efficiency services for all fuels in the C&I sector.
- Increase in property value, lower operating expenses, greater occupant comfort and satisfaction, improvement in indoor air quality, as well as GHG emissions reductions.

### **Overall Achievements during the Three-Year Grant Period**

Overall, the 2016-2018 RGGI grant funding enabled the NH Electric Utilities to deliver an incremental **3,084,053** lifetime kWh savings, **406,090** lifetime MMBtu savings, and the reduction of **29,026** tons of CO<sub>2</sub> emissions to **334** New Hampshire retail businesses and large business energy users. These energy savings would not have been achieved during the 2016-2018 period without the RGGI grant funding.

<sup>5</sup> Utilizing the Environmental Protection Agency's Greenhouse Gas Equivalencies Calculator. Retrieved from: [www.epa.gov/energy/greenhouse-gas-equivalencies-calculator](http://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator).

On June 2, 2020, the NH Electric Utilities filed their Final 2016-2018 Report indicating final expenditures and savings for the RGGI Grant RFP #14-004 for the C&I Partners Programs. The report is included as part of this filing as Attachment A.

**Table 2: 2016 – 2019 RGGI Grant Key Highlights**

Lifetime MMBtu Savings	406,090
Annual MMBtu Savings	30,703
Program Expenditures	\$1,190,278
Program Cost per Lifetime MMBtu Savings	\$2.93
Program Expenditures Spent on Customer Project Installation/Audit Costs	\$1,146,595
% of Program Expenditures Spent on Customer Project Installation/Audit Costs	96.3%
Customer Investment in Project Installation/Audit Costs	\$1,666,736
Total Project Installation/Audit Costs (Program + Customer investment)	\$2,730,625

### **3.2 Third-Party Evaluation**

An evaluation of the C&I Partners Programs was conducted as part of a larger evaluation undertaken by an independent third-party research firm selected through a competitive bid process. The firm selected, Cadmus, completed its work and published its findings in a report entitled “*New Hampshire Non-Lighting Commercial and Industrial Programs*”.<sup>6</sup> For the impact evaluation, the Cadmus team conducted site visits and engineering desk reviews for 24 of the completed projects representing approximately 70 percent of fossil fuel savings achieved during 2016 and 2017. Table 2 summarizes the evaluation findings, including evaluated units, gross savings, and net savings.

**Table 2: 2016 and 2017 Non-Lighting Program Savings (C&I Partners Program)<sup>7</sup>**

Program	Total Measures	Gross Fossil Fuel	
		Evaluated Savings (MMBtu)	Realization Rate
Retail and Large Business	247	18,855	12.3%

<sup>6</sup> Cadmus. *New Hampshire Non-Lighting Commercial and Industrial Programs: 2106 and 2017 Report*. Jul. 14, 2019. Available at: <https://www.puc.nh.gov/EESE%20Board/EMV/20190714-PUC-EERS-NH-Non-Lighting-Commercial-and-Industrial-Programs-Report.pdf>.

<sup>7</sup> See 6 id. Executive Summary. “Overall, the two program years had a gross realization rate of 123% for fossil fuel savings, though variability occurred between measure categories. Overall, with 90% confidence, the impact evaluation achieved ±23.2% precision for fossil fuel savings.”

The C&I Partners Programs provided incentives for **247** individual measures in 2016 and 2017, collectively realizing **19,199 kWh** of energy savings and **18,855 MMBtu** of fossil fuel savings. Rebates were provided for 24 types of measures, which Cadmus organized into two strata: HVAC and Other (see Tables 3 and 4, respectively). The performance of the C&I Partners Programs were above and beyond what the NH Electric Utilities had planned for, and the evaluation results indicate a high-level of interest by C&I customers to implement projects that result in space, water, and process heating energy savings.

**Table 3: Retail and Large Business Reported Savings (HVAC)<sup>8</sup>**

Strata	Measure Type	Measures	Reported kW	Reported kWh	Reported MMBtu
HVAC	Boiler	8	-	-	536.22
	Custom - EMS	1	-	5,920.00	174.42
	Custom - Heating	2	-	-	288.06
	EMS	5	-	-	138.62
	Heating and Cooling	15	-	840.00	1,450.80
	HVAC	82	-	535.00	10,793.87

**Table 3: Retail and Large Business Reported Savings (Other)<sup>9</sup>**

Strata	Measure Type	Measures	Reported kW	Reported kWh	Reported MMBtu
Other	Aerator LP	6	-	-	20.40
	Aerator Oil	4	-	-	34.00
	Custom	79	-	2,029.76	2,153.98
	Custom – Weatherization	18	-	9,874.50	2,230.18
	Domestic Water Heating	3	-	-	53.00
	Dryer	1	-	-	40.19
	Indirect Water Heater	2	-	-	62.10
	Insulation	3	-	-	238.01
	Low-Flow Showerhead LP	2	-	-	36.40
	Low-Flow Showerhead Oil	1	-	-	10.40
	Pipe Insulation LP	7	-	-	7.56
	Pipe Insulation Oil	2	-	-	3.15
	Pre-Rinse Spray Valve LP	1	-	-	12.60
	Pre-Rinse Spray Valve Oil	1	-	-	12.60
	Spray Foam	1	-	-	55.25
	Water Heater	1	-	-	45.90
	Weatherization	2	-	-	457.24
<b>Total</b>		<b>247</b>	<b>0</b>	<b>19,199.26</b>	<b>18,854.97</b>

<sup>8</sup> See 6 id. p. 34.

<sup>9</sup> See 6 id. p. 35.

## Section 4: Program Achievements

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### 4.1 Upper Valley Music Center

This community music school based in Lebanon, New Hampshire serves over 1,000 students a year from across the Upper Valley region of New Hampshire and Vermont. The Upper Valley Music Center's ("UVMC") Board of Directors and staff work strategically to invest in projects that serve its students, faculty, and visitors, as well as the historical brick building where music education programs are conducted.

Built in 1810, the 5,468 sq. ft. brick building had served as a law office prior to UVMC's move to the location in 2017. Due to the building's age, the music center's classrooms, offices, and performance spaces were drafty and occupant comfort was a concern, as were the high energy bills for oil heating. The Board of Directors met with Liberty Electric staff to determine what could be done to enhance the building's performance in affordable and environmentally sustainable ways. A Level 1 energy audit (walkthrough), paid for by Liberty Electric, was conducted to assess existing conditions, calculate monthly energy costs and consumption, and to identify energy-saving opportunities.

Following this high-level walkthrough assessment, UVMC agreed to split (50/50) the costs of an ASHRAE Level 2 energy audit.<sup>10</sup> This audit recommended energy-efficient measures, estimated energy savings, and provided a financial analysis of how much money the music school could save by implementing the measures. The Level 2 audit

recommended attic insulation and air sealing. The UVMC Board approved the implementation of these energy efficiency measures and blow-in cellulose insulation was installed in the building's attic and air sealing was conducted throughout the music center, resulting in a projected savings of 209 annual therms of oil, with a 20-year lifetime savings of 4,180 lifetime therms. Through the RGGI grant funds, Liberty Electric was able to provide a \$4,462 weatherization incentive to UVMC.



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<sup>10</sup> UVMC's cost for the ASHRAE Level 2 audit was \$1,475 after a 50/50 split with Liberty Electric.

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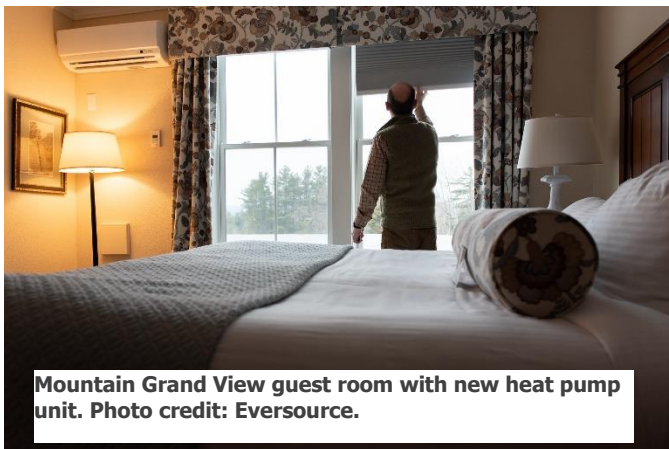
## 4.2 Mountain View Grand Resort and Spa

Nestled in the White Mountains of New Hampshire, the historic Mountain View Grand Resort and Spa (“Mountain View Grand”) provides guests with unforgettable experiences year round. Since 2014, the award-winning hotel has worked closely with Eversource to complete more than 15 energy efficiency projects to save the resort more than \$22,000 a year while also reducing its CO<sub>2</sub> emissions.

The average U.S. hotel spends more than \$2,000 per room in annual energy costs and energy efficiency provides important cost-saving opportunities for the hospitality industry’s bottom line. Mountain View Grand’s energy efficiency projects have saved the iconic resort a significant amount of energy without compromising the hotel’s character.



The Mountain View Grand began its energy efficiency partnership with Eversource in 2014 to help transition the hotel from a mix of incandescent and fluorescent lights to LEDs, completing an extensive interior LED lighting retrofit to save electricity and reduce maintenance costs. NHSaves C&I Program incentives were given for the upgrades, which combined with the energy cost savings, allowed Mountain View Grand to reinvest in additional projects. These additional projects included the replacement of a kitchen vent hood system with a new intelligent system that only exhausts the air over the cooking surfaces when it senses heat.



Mountain Grand View guest room with new heat pump unit. Photo credit: Eversource.

When the C&I Partnership Program became available, Eversource approached Mountain Grand management recommending an ASHRAE Level 2 energy audit<sup>11</sup> to identify further energy-saving opportunities in the hotel and calculate monthly energy costs and consumption. The Level 2 audit recommended air sealing and insulation measures throughout the facility, as well as the replacement of hundreds of window air conditioning (“A/C”) units used to cool guest rooms in the summer. A

comprehensive air sealing and insulation project was installed to make the hotel more airtight from the basement to the attic. In addition, a new heat pump system was installed that provides both electrical

<sup>11</sup> Costs of the building envelope study were split 50/50 between Eversource and Mountain Grand View.

cooling and oil heating savings while also taking advantage of the extra thick insulation exterior sheathing under the hotel's siding. In addition to project incentives, the review and advice provided by expert vendors from both the Level 2 audit and the heat pump system, provided great value to building operators at the Mountain View Grand by enhancing their understanding of energy use in the building and how to maximize the new heat pump systems.

This multi-year energy efficiency project maximizes the benefits and savings from the resort's new building envelope and HVAC design. The building envelope and heat pump system measures were funded through RGGI grant funds.

## **Section 5: 2019-2021 RGGI Grant**

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On July 20, 2018, the Commission issued RFP #2018-005, seeking proposals for fuel-blind, residential non-low income energy efficiency programs. The NH Electric Utilities responded to the RFP on September 19, 2018 with a proposal for the Home Performance with ENERGY STAR for NH Moderate-Income Customers ("HPwES-MI"). On April 2, 2019, the Governor and Council approved a contract awarding the NH Electric Utilities \$690,000 for the HPwES-MI Program. The NH Utilities received the first portion of funding for the Grant from the Commission in spring of 2020.

The HPwES-MI Program is designed to leverage aspects of both the Home Performance with Energy Star ("HPwES") weatherization services program and the income-eligible Home Energy Assistance ("HEA") Program to effectively target the needs of moderate-income customers who may not otherwise be able to participate in whole house weatherization. Working with the Community Action Agencies, the NH Electric Utilities will identify moderate-income customers who applied for but did not qualify for the HEA program.

The HPwES-MI offering is designed to make weatherization more accessible to customers with moderate incomes who are interested in weatherization services, but who do not qualify for the 100-percent-incentive-HEA program and are likely find the co-pay for the HPwES program prohibitive. HPwES-MI will offer an 80 percent incentive for eligible measures up to \$8,000 with a customer co-pay for the remaining 20 percent. On-bill financing and/or third-party financing for the 20 percent co-pay will be available at 0 percent for interested customers.

During 2020, due to impacts from the COVID-19 pandemic, the NH Electric Utilities have modified incentive levels for the standard HPwES program to 90 percent, making the standard program a better choice for customers, at least on a temporary basis, than the originally designed HPwES-MI. Due to this circumstance, the NH Electric Utilities have determined not to market and offer the HPwES-MI program in 2020. In 2021, the NH Utilities plan to lower the standard HPwES incentive, at which time the NH Electric Utilities will offer the HPwES-MI Program to eligible customers. The NH Electric Utilities are coordinating with the Community Action Agencies to identify potential customers, and full utilization of the funds is expected in 2021.

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## **Appendix D**

**EAP Municipal Report October 2019 through August 2020**

**Distribution of household (HH) income data is not shown where 10 or fewer recipients in town**

	<75% FPG	76-100% FPG	101-125% FPG	126-150% FPG	150-200% FPG	Total	Benefits	Average
Acworth	6	6	6	2	7	27	\$14,022.64	\$519.36
Albany	10	4	9	9	7	39	\$21,330.94	\$546.95
Alexandria	10	7	13	11	10	51	\$26,921.28	\$527.87
Allenstown	60	35	34	29	26	184	\$80,196.89	\$435.85
Alstead	17	8	8	11	7	51	\$20,990.25	\$411.57
Alton	27	24	14	14	11	90	\$40,403.46	\$448.93
Amherst	26	9	5	9	8	57	\$25,675.45	\$450.45
Andover	14	5	7	5	4	35	\$14,050.71	\$401.45
Antrim	30	16	14	13	11	84	\$31,943.06	\$380.27
Ashland						1	\$42.07	\$42.07
Atkinson	16	5	5	4	6	36	\$6,385.78	\$177.38
Auburn	15	5	7	5	3	35	\$12,271.22	\$350.61
Barnstead	31	17	16	12	10	86	\$36,073.42	\$419.46
Barrington	41	20	16	27	27	131	\$64,349.32	\$491.22
Bartlett	13	12	11	9	9	54	\$21,830.92	\$404.28
Bath	12	8	8	5	2	35	\$13,559.30	\$387.41
Bedford	41	23	25	12	13	114	\$41,143.72	\$360.91
Belmont	88	59	52	57	42	298	\$126,559.62	\$424.70
Bennington	15	8	14	9	9	55	\$28,200.04	\$512.73
Benton						7	\$2,642.20	\$377.46
Berlin	195	117	127	166	154	759	\$356,963.64	\$470.31
Bethlehem	15	11	15	11	10	62	\$24,963.56	\$402.64
Boscawen	23	17	16	15	15	86	\$21,337.03	\$248.11
Bow	12	6	5	4	7	34	\$8,123.36	\$238.92
Bradford	15	11	5	10	9	50	\$23,543.66	\$470.87
Brentwood	8	3	5	3	2	21	\$9,574.61	\$455.93
Bridgewater	5	4	4	5	3	21	\$10,379.30	\$494.25
Bristol	30	15	16	15	27	103	\$51,596.04	\$500.93
Brookfield	3	2	1	2	3	11	\$6,264.93	\$569.54
Brookline	13	7	4	5	2	31	\$10,284.46	\$331.76
Campton	15	20	17	20	12	84	\$38,440.39	\$457.62
Canaan	21	15	11	16	10	73	\$29,336.81	\$401.87
Candia	18	8	10	5	3	44	\$15,724.61	\$357.38
Canterbury	9	4	5	1	2	21	\$4,433.19	\$211.10
Carroll	8	1	5	3	3	20	\$8,493.59	\$424.68
Center Harbor	8	6	4	6	4	28	\$11,713.62	\$418.34
Charlestown	75	37	46	31	38	227	\$93,396.80	\$411.44
Chatham						4	\$2,237.54	\$559.39
Chester	15	4	5	1	2	27	\$8,666.35	\$320.98
Chesterfield	19	13	9	9	9	59	\$28,884.90	\$489.57
Chichester	4	6	4	5	1	20	\$6,514.75	\$325.74
Claremont	145	94	107	111	131	588	\$324,070.14	\$551.14
Clarksville	7	6	3	2	2	20	\$7,200.43	\$360.02

**EAP Municipal Report October 2019 through August 2020**

**Distribution of household (HH) income data is not shown where 10 or fewer recipients in town**

	<75% FPG	76-100% FPG	101-125% FPG	126-150% FPG	150-200% FPG	Total	Benefits	Average
Colebrook	37	30	47	43	35	192	\$93,825.19	\$488.67
Columbia	9	6	6	5	6	32	\$16,229.07	\$507.16
Concord	192	141	143	172	138	786	\$172,061.00	\$218.91
Conway	87	62	66	90	47	352	\$166,346.64	\$472.58
Cornish	4	6	4	3	5	22	\$10,687.70	\$485.80
Croydon	9	1	3	4	7	24	\$12,449.79	\$518.74
Dalton	18	8	9	11	10	56	\$27,357.20	\$488.52
Danbury	13	5	5	11	6	40	\$15,950.35	\$398.76
Danville	23	17	8	16	9	73	\$25,152.37	\$344.55
Deerfield	13	8	7	9	10	47	\$23,018.93	\$489.76
Deering	18	4	12	7	9	50	\$30,153.20	\$603.06
Derry	219	89	116	137	105	666	\$339,056.74	\$509.09
Dorchester	4	4	2	4	1	15	\$6,314.62	\$420.97
Dover	105	56	85	142	106	494	\$269,234.03	\$545.01
Dublin	8	6	5	3	4	26	\$11,723.43	\$450.90
Dummer	8	3	1	1	4	17	\$5,509.43	\$324.08
Dunbarton	9	2	2	4	4	21	\$8,882.64	\$422.98
Durham	6	5	3	9	2	25	\$5,890.62	\$235.62
East Kingston	7	1	3	2	3	16	\$3,660.42	\$228.78
Easton						8	\$5,073.47	\$634.18
Eaton						7	\$2,283.80	\$326.26
Effingham	15	7	5	20	9	56	\$29,163.98	\$520.79
Enfield	16	7	12	10	7	52	\$18,403.00	\$353.90
Epping	60	24	21	26	13	144	\$55,955.12	\$388.58
Epsom	34	26	14	18	13	105	\$35,182.62	\$335.07
Errol	4	8	4	2	3	21	\$6,629.76	\$315.70
Exeter	83	58	62	68	47	318	\$67,974.00	\$213.75
Farmington	74	43	45	55	45	262	\$127,974.48	\$488.45
Fitzwilliam	22	21	8	13	12	76	\$35,255.88	\$463.89
Francestown	9	3	4	3	2	21	\$9,549.66	\$454.75
Franconia	4	3	1	4	1	13	\$5,028.00	\$386.77
Franklin	109	57	53	88	68	375	\$166,636.69	\$444.36
Freedom	10	5	11	5	5	36	\$15,632.16	\$434.23
Fremont	18	7	7	6	5	43	\$19,125.79	\$444.79
Gilford	50	49	37	44	18	198	\$79,406.50	\$401.04
Gilmanton	19	5	12	9	11	56	\$28,748.77	\$513.37
Gilsum	8	2	3	6	3	22	\$10,769.64	\$489.53
Goffstown	79	41	38	37	29	224	\$91,885.08	\$410.20
Gorham	41	27	19	23	23	133	\$53,637.36	\$403.29
Goshen	13	6	7	8	3	37	\$13,595.92	\$367.46
Grafton	10	7	15	9	12	53	\$26,388.41	\$497.89
Grantham	4	1	3	3	2	13	\$5,383.12	\$414.09
Greenfield	12	6	8	3	3	32	\$12,244.64	\$382.65

**EAP Municipal Report October 2019 through August 2020**

**Distribution of household (HH) income data is not shown where 10 or fewer recipients in town**

	<75% FPG	76-100% FPG	101-125% FPG	126-150% FPG	150-200% FPG	Total	Benefits	Average
Greenland	5	3	2	5	5	20	\$9,401.98	\$470.10
Greenville	25	19	18	18	9	89	\$38,596.71	\$433.67
Groton	6	2	4	4	2	18	\$7,755.86	\$430.88
Hales Location						1	\$111.78	\$111.78
Hampstead	36	19	12	12	10	89	\$30,764.21	\$345.67
Hampton	44	26	28	27	16	141	\$26,327.37	\$186.72
Hampton Falls	3	3	4	2	3	15	\$3,331.82	\$222.12
Hancock	7	5	4	5	5	26	\$12,342.55	\$474.71
Hanover	2	2	4	6	1	15	\$5,512.19	\$367.48
Harrisville	4	3	4	4	1	16	\$7,160.68	\$447.54
Haverhill	25	18	13	11	11	78	\$31,215.02	\$400.19
Hebron	2	1	5	2	2	12	\$6,401.93	\$533.49
Henniker	20	13	12	13	15	73	\$35,545.08	\$486.92
Hill	11	7	8	4	3	33	\$13,014.91	\$394.39
Hillsborough	73	42	44	41	24	224	\$104,506.77	\$466.55
Hinsdale	56	36	29	33	36	190	\$87,852.84	\$462.38
Holderness	13	5	11	5	6	40	\$18,692.93	\$467.32
Hollis	17	3	2	5	2	29	\$11,270.78	\$388.65
Hooksett	66	42	40	58	24	230	\$89,895.25	\$390.85
Hopkinton	15	11	8	12	6	52	\$19,292.80	\$371.02
Hudson	111	54	47	48	50	310	\$141,606.51	\$456.80
Jackson						9	\$4,781.03	\$531.23
Jaffrey	42	23	30	27	23	145	\$60,518.23	\$417.37
Jefferson	9	6	6	6	4	31	\$14,339.09	\$462.55
Keene	149	84	104	100	126	563	\$309,750.73	\$550.18
Kensington	6	1	2	3	1	13	\$2,165.71	\$166.59
Kingston	21	13	18	8	11	71	\$16,623.04	\$234.13
Laconia	141	98	140	161	124	664	\$292,535.30	\$440.57
Lancaster	46	24	35	22	22	149	\$62,922.55	\$422.30
Landaff	3	1	2	5	2	13	\$7,018.77	\$539.91
Langdon	5	3	4	4	3	19	\$8,162.62	\$429.61
Lebanon	47	33	35	47	44	206	\$84,787.52	\$411.59
Lee	12	10	11	6	11	50	\$20,857.17	\$417.14
Lempster	11	5	9	6	6	37	\$18,668.21	\$504.55
Lincoln	13	8	17	24	6	68	\$26,416.98	\$388.49
Lisbon	18	11	16	14	12	71	\$32,954.04	\$464.14
Litchfield	24	12	12	12	15	75	\$40,720.33	\$542.94
Littleton						4	\$847.07	\$211.77
Londonderry	106	45	48	40	39	278	\$132,981.71	\$478.35
Loudon	38	20	16	15	14	103	\$38,111.52	\$370.01
Lyman	4	6	3	1	2	16	\$6,274.58	\$392.16
Lyme	2	2	3	2	2	11	\$4,994.75	\$454.07
Lyndeborough	7	2	7	2	3	21	\$11,276.37	\$536.97

**EAP Municipal Report October 2019 through August 2020**

**Distribution of household (HH) income data is not shown where 10 or fewer recipients in town**

	<75% FPG	76-100% FPG	101-125% FPG	126-150% FPG	150-200% FPG	Total	Benefits	Average
Madbury						8	\$5,125.33	\$640.67
Madison	16	12	15	11	6	60	\$27,588.62	\$459.81
Manchester	1008	547	726	986	867	4134	\$1,930,014.28	\$466.86
Marlborough	14	8	13	14	9	58	\$29,451.08	\$507.78
Marlow	6	2	7	6	3	24	\$12,004.21	\$500.18
Mason	5	2	3	2	2	14	\$5,283.42	\$377.39
Meredith	57	25	37	55	53	227	\$121,200.91	\$533.92
Merrimack	84	39	29	19	20	191	\$76,997.23	\$403.13
Middleton	19	5	7	7	9	47	\$22,057.10	\$469.30
Milan	26	18	11	15	5	75	\$29,343.86	\$391.25
Milford	116	47	49	41	34	287	\$97,117.45	\$338.39
Millsfield						1	\$82.35	\$82.35
Milton	40	31	32	26	21	150	\$71,827.28	\$478.85
Monroe	6	3	4	3	1	17	\$5,719.35	\$336.43
Mont Vernon	6	4	3	3	3	19	\$9,540.50	\$502.13
Moultonborough	20	9	14	7	8	58	\$25,663.17	\$442.47
Nashua	620	322	337	491	490	2260	\$1,081,461.26	\$478.52
Nelson	3	3	5	4	2	17	\$7,256.96	\$426.88
New Boston	16	7	8	8	4	43	\$19,766.22	\$459.68
New Castle						1	\$201.82	\$201.82
New Durham	9	8	6	9	5	37	\$18,163.64	\$490.91
New Hampton	10	7	11	6	9	43	\$22,446.38	\$522.01
New Ipswich	20	13	16	15	10	74	\$35,063.69	\$473.83
New London	7	4	3	6	3	23	\$9,983.75	\$434.08
Newbury	15	7	5	3	5	35	\$12,768.88	\$364.83
Newfields	1	4	1	3	2	11	\$5,290.08	\$480.92
Newington						8	\$3,757.29	\$469.66
Newmarket	49	27	33	36	36	181	\$84,725.89	\$468.10
Newport	91	67	67	78	71	374	\$177,271.61	\$473.99
Newton	10	5	7	6	6	34	\$8,323.68	\$244.81
North Hampton	15	9	7	3	3	37	\$11,665.67	\$315.29
Northfield	47	22	25	19	14	127	\$50,069.07	\$394.24
Northumberland	44	36	27	36	23	166	\$70,295.95	\$423.47
Northwood	35	14	14	12	12	87	\$37,309.75	\$428.85
Nottingham	21	8	12	6	5	52	\$18,347.82	\$352.84
Orange						5	\$1,682.00	\$336.40
Orford	4	2	3	3	1	13	\$5,161.17	\$397.01
Ossipee	61	37	49	51	45	243	\$119,467.32	\$491.64
Pelham	37	16	20	16	13	102	\$41,332.04	\$405.22
Pembroke	50	27	31	28	23	159	\$62,653.73	\$394.05
Peterborough	43	31	23	15	27	139	\$60,208.71	\$433.16
Piermont	2	3	5	1	2	13	\$4,707.69	\$362.13
Pittsburg	8	7	11	12	3	41	\$18,483.92	\$450.83

**EAP Municipal Report October 2019 through August 2020**

**Distribution of household (HH) income data is not shown where 10 or fewer recipients in town**

	<75% FPG	76-100% FPG	101-125% FPG	126-150% FPG	150-200% FPG	Total	Benefits	Average
Pittsfield	28	24	34	27	27	140	\$64,914.02	\$463.67
Plainfield	12	3	3	4	2	24	\$7,061.55	\$294.23
Plaistow	32	15	18	13	7	85	\$15,833.45	\$186.28
Plymouth	34	19	28	42	30	153	\$66,955.69	\$437.62
Portsmouth	81	47	62	92	84	366	\$160,820.80	\$439.40
Randolph						7	\$1,970.45	\$281.49
Raymond	121	63	53	50	41	328	\$138,371.23	\$421.86
Richmond	10	1	3	4	6	24	\$10,596.44	\$441.52
Rindge	29	16	20	13	15	93	\$40,759.42	\$438.27
Rochester	280	204	226	279	201	1190	\$585,646.17	\$492.14
Rollinsford	11	7	5	6	2	31	\$12,841.59	\$414.24
Roxbury						7	\$3,247.23	\$463.89
Rumney	11	2	12	5	4	34	\$15,521.99	\$456.53
Rye	13	4	1	3	7	28	\$12,558.18	\$448.51
Salem	156	72	70	69	42	409	\$132,392.42	\$323.70
Salisbury	6	4	2	2	3	17	\$3,471.57	\$204.21
Sanbornton	21	10	8	3	10	52	\$20,163.93	\$387.77
Sandown	30	8	13	12	6	69	\$29,714.95	\$430.65
Sandwich	5	4	5	6	2	22	\$9,931.77	\$451.44
Seabrook	90	44	61	62	53	310	\$68,910.38	\$222.29
Sharon						3	\$1,428.21	\$476.07
Shelburne						9	\$3,113.91	\$345.99
Somersworth	74	47	64	67	69	321	\$166,724.19	\$519.39
South Hampton						7	\$1,171.82	\$167.40
Springfield	5	4	5	5	5	24	\$9,812.48	\$408.85
Stark	6	3	8	7	5	29	\$13,221.67	\$455.92
Stewartstown	13	14	15	6	11	59	\$27,257.75	\$462.00
Stoddard	10	3	6	7	4	30	\$13,225.80	\$440.86
Strafford	15	6	6	5	5	37	\$16,589.92	\$448.38
Stratford	18	14	15	26	17	90	\$42,672.77	\$474.14
Stratham	5	1	5	6	3	20	\$4,848.35	\$242.42
Sugar Hill						10	\$3,716.68	\$371.67
Sullivan	6	5	4	2	3	20	\$8,467.00	\$423.35
Sunapee	12	9	5	5	9	40	\$20,380.16	\$509.50
Surry	5	4	4	3	5	21	\$10,278.97	\$489.47
Sutton	7	3	2	4	3	19	\$8,065.55	\$424.50
Swanzey	75	33	46	51	44	249	\$117,001.35	\$469.88
Tamworth	50	25	26	29	24	154	\$69,013.19	\$448.14
Temple	10	3	4	3	3	23	\$11,159.89	\$485.21
Thornton	15	4	11	13	9	52	\$26,727.24	\$513.99
Tilton	41	22	28	25	18	134	\$53,157.10	\$396.69
Troy	25	18	20	27	23	113	\$57,922.99	\$512.59
Tuftonboro	18	15	13	12	6	64	\$24,810.14	\$387.66

**EAP Municipal Report October 2019 through August 2020**

**Distribution of household (HH) income data is not shown where 10 or fewer recipients in town**

	<75% FPG	76-100% FPG	101-125% FPG	126-150% FPG	150-200% FPG	Total	Benefits	Average
Unity	11	5	8	9	7	40	\$18,489.65	\$462.24
Wakefield	44	28	30	32	27	161	\$74,066.37	\$460.04
Walpole	18	13	11	13	11	66	\$29,475.18	\$446.59
Warner	24	14	12	10	14	74	\$33,142.98	\$447.88
Warren	11	12	11	10	4	48	\$20,670.00	\$430.63
Washington	13	10	7	2	4	36	\$12,546.05	\$348.50
Waterville Valley						1	\$260.33	\$260.33
Weare	44	26	20	20	18	128	\$58,157.10	\$454.35
Webster	6	2	4	1	3	16	\$5,054.42	\$315.90
Wentworth	7	5	5	4	5	26	\$11,271.91	\$433.54
Wentworths Location						1	\$218.81	\$218.81
Westmoreland	6	2	2	5	1	16	\$8,834.68	\$552.17
Whitefield	31	19	25	18	11	104	\$40,698.25	\$391.33
Wilmot	6	3	6	6	8	29	\$16,924.86	\$583.62
Wilton	25	13	9	14	12	73	\$29,768.07	\$407.78
Winchester	75	33	45	54	57	264	\$149,789.14	\$567.38
Windham	20	13	4	9	5	51	\$22,950.16	\$450.00
Windsor						5	\$2,150.01	\$430.00
Wolfeboro						4	\$2,277.35	\$569.34
Woodstock	12	13	10	8	9	52	\$24,541.28	\$471.95
<b>Totals</b>	<b>8268</b>	<b>4717</b>	<b>5240</b>	<b>5934</b>	<b>5088</b>	<b>29247</b>	<b>\$12,925,093.60</b>	<b>\$441.93</b>



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