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Via Electronic Mail Only

New Hampshire Department of Energy
21 South Fruit Street, Suite 10
Concord, NH 03301-2429

RE: NHDOE RUL 2024-004 (Rulemaking Notice No. 2024-92)
En 300 Rules for Electric Service
Eversource Comments on Initial Proposal

Dear Department of Energy:

Pursuant to the Department of Energy's ("DOE") Revised Rulemaking Notice, Public Service Company of New Hampshire, d/b/a Eversource Energy ("Eversource" or the "Company"), provides these comments regarding the DOE's Initial Proposal for adoption of En 300 Rules for Electric Service. Eversource provided preliminary high-level comments on the proposed En 300 rules during the public comment hearing held on June 24, 2024. The Company now provides a comprehensive set of comments, including certain specific recommended edits and language changes, regarding the En 300 Rules Initial Proposal, as follows:

En 302.24 "Wide-Scale Emergency" Definition.

The Company questions whether mandatory controlled load-shedding should be covered by the same defined term as storms and other natural disasters. In contrast to a storm, mandatory controlled load-shedding represents a very different situation, in which the utility is shutting off customer service, pursuant to directives received from ISO New England or another authority, instead of working to restore customer service as soon as possible.

That significant difference means a number of substantive reporting requirements tied to the occurrence of a "wide-scale emergency" (e.g., crew count reports) should not be applicable in the mandatory controlled load-shedding scenario (another example is noted below with respect to En 307.05(f)). Eversource recommends that the DOE consider separately defining the load-shedding event and adopting a separate relevant reporting requirement, such as an after-event report of what steps were taken to shed load and when and how they were taken.

In this definitional section, Eversource also recommends deletion of the language "or is or expected to result in," in order to achieve greater clarity and certainty.

En 303.01 Master Metering.

In subsection (a)(1), Eversource recommends that the reference to “individual meters” be changed to “individual meter sockets,” as that seems more consistent with the intent of this rules provision.

In subsection (d), the Company recommends that the grandfathering date be changed to read “prior to January 1, 2025” rather than “prior to July 1, 2024.” That revision would afford more time for utility process transition, in particular where the new rules will not become effective until after July 1, 2024.

Subsection (e)(2) is unclear as to what would represent “adequate documentation” in the customer statement verification context under the new approach to master metering eligibility set forth in this rules section, and greater specificity should be provided to clarify what will be deemed sufficient for this purpose.

Subsection (e)(3) would impose a three-year verification update requirements that seems arbitrary and potentially burdensome. The Company recommends that the requirement be revised such that a customer with a master meter would have to provide updated information to the utility only in the case of material changes potentially affecting its eligibility to master meter, together with a renewed certification and supporting documentation demonstrating its continuing eligibility under the rules notwithstanding the material changes.

En 305.01 Inspection of Meters.

In subsection (h)(2), Eversource recommends deletion of the requirement to “verify the current transformer ratio and voltage transformer ratio via electrical testing.” Eversource has not observed any errors in current transformer ratios from the factors since this rule has been implemented, and the Company concludes that this requirement should not be imposed in the new DOE rules.

En 305.03 Test Schedules for Watt-hour Meters and Demand Devices.

Subsection (c) requires annual testing of meters on a test schedule referencing a sample test group “comprised of at least 1% of meters in use but not fewer than 500 meters.” In view of the demonstrated greater reliability of the meters currently in use, Eversource recommends that the frequency of testing be reduced and that the test sample size be decreased, perhaps by as much as 50% (i.e., testing of 0.5% or at least 250 meters).

En 306.06 Notification of Accidents and Property Damage.

The introductory statement in subsection (a) is overly broad and vague. The Company recommends deletion of the language “or potentially involving” and limitation of the scope of the reference to “the utility’s facilities, operations, works, or systems.” At a minimum, greater specificity should be included here to clarify the situations intended to be covered by this rule.

In subsection (d)(1), Eversource recommends deletion of “including, but not limited to, an injury for which medical care is sought.” That language is too broad, such situations are often unknown to the utility, and this reporting condition may implicate privacy concerns such as under HIPAA and/or similar restrictions. It would be helpful, however, if the term “serious

injury” were more clearly and specifically defined, possibly with reference to an OSHA definition or other similar well-delineated standard.

New subsection (d)(2) is overly broad and vague, in particular with respect to the language “results in a degradation of operations or safety.” This subsection would result in burdensome over-reporting obligations, and should either be deleted entirely or greatly scaled down and rendered more specific and definitive.

In subsection (d)(6), the Company recommends deletion of the language “or is anticipated to be.” It is often uncertain whether an event will be reported publicly and there is now even less clarity as to what represents a “major commercial news outlets,” given the increasing prevalence of social media and other web-based news platforms.

In subsection (f)(1), Eversource recommends retaining the deadline for Form E-5E reporting at 10 business days, rather than shortening the time period to 5 business days as proposed, in order to provide greater time for more complete and accurate reports to be prepared and submitted.

In subsection (f)(2), the Company recommends adopting a 30-day timeframe (as opposed to only 5 days as proposed) for a utility to respond to DOE requests for a more detailed written report containing additional supportive documentation not provided in the original E-5E report. The additional time would afford the responding utility a greater opportunity to compile and submit the supplemental information sought by the DOE.

En 306.07 Department Inspection.

Eversource recommends deletion of the language “including, without limitation, with respect to safety policies and procedures.” The focus of any on-site inspection should be utility compliance with applicable DOE rules and codes and standards incorporated by reference in those rules.

En 306.09(a), En 306.10(e), En 307.02(a), En 308.01-06, 11-12.

These rules provisions would require submission of original paper copies of reports. Eversource recommends deletion in each case of the paper filing requirement such that only electronic submission of the required reports and other materials would be necessary.

En 306.09 Emergency Response Standards and Electrical Outage Restoration.

In subsection (e), the Company recommends that the requirement for one annual full readiness exercise be unnecessary if, prior to any such scheduled exercise, an event occurs involving full activation of the utility’s Incident Command Center under its filed Emergency Response Plan.

In subsection (g) and Table 306-1, Eversource recommends that the table be revised to include different percentages out at peak and outage durations for each ERP Event Level, as follows:

Table 306-1 (PROPOSED)		
ERP Event Level	% Customers Out at Peak¹	Estimated Outage Duration²
5	0-3	<1 Day
4	3-10	1-3 Days
3	10-25	2-5 Days
2	25-50	4-8 Days
1	>50	>7 Days

1 Highest number of simultaneous customer outages, not including those out for less than 5 minutes.

2 General estimated duration of restoration activities, commencing after the Incident Commander deems it safe to proceed with deploying resources following cessation of hazardous conditions, such as, but not limited to, high winds or unsafe roadways.

Those changes would be more consistent with Eversource’s recent experience with storm-related customer outage numbers and restoration timelines.

En 307.04 Reliability Reporting.

Eversource recommends using the defined term “wide-scale emergencies” in this rules provision instead of the undefined term “major storms” to achieve greater clarity.

En 307.05 Reporting During Wide Scale Emergencies.

In subsections (a) and (b), Eversource recommends requiring submission of crew count reports on Forms E-33 and E-34 only twice each day, at 9am and 6pm, rather than four times each day. That timing should be sufficient to provide the relevant information and it aligns better with the Company’s internal in-event meeting and planning timelines. Also, please note the comment above regarding applicability of this reporting requirement in the case of mandatory controlled load-shedding situations and the current definition of “wide-scale emergency.”

In subsection (f), Eversource recommends that utility outage reports not be required in the event of mandatory controlled load-shedding situations; instead, an after-event reporting obligation might be more appropriate in that context.

Thank you for considering these comments on and recommended changes to the new En 300 rules proposed for adoption by the DOE. If you should have any questions or concerns, or require any further information regarding these comments, please do not hesitate to contact me.

This filing is being made electronically only and paper copies will not follow.

Sincerely,

/s/ David Wiesner

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