

New Hampshire Department of Energy



RESULTS AND EFFECTIVENESS OF THE SYSTEM BENEFITS CHARGE ANNUAL REPORT

October 1, 2021

Submitted to:

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

Senator Kevin Avard

Representative Jacqueline Cali-Pitts

Representative Michael Harrington

Representative Jeanine Notter

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and to:

THE NEW HAMPSHIRE DEPARTMENT OF EDUCATION

Commissioner Frank Edelblut

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SYSTEM BENEFITS CHARGE

The New Hampshire Department of Energy (Department) and the New Hampshire Public Utilities Commission (Commission) hereby submit to the Legislative Oversight Committee to Monitor the Transformation of Delivery of Electric Services the annual report on the results and the effectiveness of the system benefits charge (SBC).¹ The SBC is assessed on the bills of electric customers with proceeds from money collected through the SBC 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.² 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.³

With the creation of the Department of Energy on July 1, 2021, the Department and the Commission share responsibility for the system benefits charge programs. This report was prepared by the Department and reviews the performance of the SBC programs.

Energy Efficiency Resource Standard

In 2016, the Commission adopted an Energy Efficiency Resource Standard, which is the framework within which the energy efficiency programs approved by the Commission are implemented, consisting 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.⁴ The EERS programs were designed to achieve specific state-wide 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. The Commission established a recovery mechanism to compensate the utilities for lost revenue related to the EERS programs and approved a performance incentive. For 2021-2023, the Commission must approve the EERS and rule on the proposed plan and settlement agreement.

¹ 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.

² See HB 4, Laws of 2019, Ch. 374.

³ 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.

⁴ 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.

NHSaves – Energy Efficiency

The SBC funds NHSaves energy efficiency electric programs, which are operated by the state’s regulated electric utilities: Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities; New Hampshire Electric Cooperative;⁵ 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 are funded by the SBC.

The utilities filed their initial three-year EERS plan on September 1, 2017. The plan included savings goals and energy efficiency programs and budgets for calendar years 2018-2020.⁶ The savings goals increased, and were updated, each year. Updated savings goals and related budgets for calendar year 2020 were approved by the Commission.

The utilities submitted a proposed plan for 2021-2023 on September 1, 2020, with proposed savings goals, changes in programs, and related increases in funding and rates. On December 29, 2020, the Commission issued Order No. 26,440, which extended “the 2020 energy efficiency program structure and system benefit charge rate beyond December 31, 2020, and until the Commission is able to issue a comprehensive order,” which it estimated would be issued within eight weeks. On September 1, 2021, the Commission issued Order No. 26,513 to reopen the record to receive responses to record requests to be issued by the Commission, to allow the Commissioner that was not part of the hearings held in December 2020 to ask questions. The Commission also indicated that a hearing would be held approximately two weeks after receiving responses to the record requests to examine the additional evidence, but not to relitigate the case. On September 21, 2021, the Commission suspended Order No. 26,513, while it considered motions for rehearing.

The Core energy efficiency programs, now the NHSaves programs, began in June 2002, and approximately \$499.6 million⁷ has been invested in electric program energy efficiency measures, with expected energy savings of more than 17.65 billion kWh over the lifetime of the measures.⁸ Based on information provided in the 2020 updated program filing, the estimated cost to save energy is 3.7 cents per lifetime of kWh saved for the plan year.

In 2020, the electric utilities supplemented the SBC-funded energy efficiency programs with an additional \$7.3 million associated with revenue collected through the Independent System Operator in New

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

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

⁷ This amount reflects \$422.8 million reported in the prior SBC Report to the Legislature, plus an additional \$76.8 million approved by the Commission for calendar year 2020 programs. See [New Hampshire Statewide Energy Efficiency Plan, 2020 Update](#) and [Order No. 26,323, Docket No. DE 17-136](#), 2018-2020 New Hampshire Energy Efficiency Plan, 2020 Update Plan [Approving Plan](#).

⁸ Savings reflects 15.88 billion kWh reported in the prior SBC Report to the Legislature, plus an additional 1.77 billion lifetime kWh savings proposed for calendar year 2019 programs. See [New Hampshire Statewide Energy Efficiency Plan, 2020 Update](#).

England (ISO-NE) Forward Capacity Market (FCM).⁹ ISO-NE pays the electric utilities from proceeds from the FCM based on capacity from the programs bid into the FCM, and those proceeds are reinvested into the energy efficiency programs.¹⁰ The 2020 update plan shows the total program funding for electric utility energy efficiency as \$69.3 million in 2020.¹¹

Funds from the energy efficiency portion of the SBC and the FCM are augmented by additional monies from the Regional Greenhouse Gas Initiative (RGGI) as required by statute.¹² For the 2020 program year, the combined funding from the SBC, FCM, and RGGI equaled \$69.3 million for electric programs.¹³

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.¹⁴ 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 originally managed by the Public Utilities Commission, now by the Department of Energy. The electric utilities were selected as administrators of those programs. A report regarding the all-fuels grant program is included in Appendix A.

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, the utilities began allocating approximately 17 percent of the overall program budgets to the Home Energy Assistance (HEA) program, for income-eligible customers. In 2018, the utilities began carrying over any budgeted but unspent funds in the income-eligible program from one program year to the next.¹⁵ Per the legislative requirement, in 2020, the utilities allocated 20 percent of the funds to be collected from the SBC within their authorized budgets for income-eligible programs. Both residential and commercial customers contribute proportionately to the HEA program, which provides weatherization and energy efficiency measures for income-eligible customers.¹⁶ The HEA program is administered by the utilities in conjunction with the

⁹ Reference Docket DE 17-136, [New Hampshire Statewide Energy Efficiency Plan, 2020 Update](#).

¹⁰ For additional information on Capacity Supply Obligations and the Forward Capacity Market, go to [ISO-New England](#).

¹¹ Reference Docket DE 17-136, [New Hampshire Statewide Energy Efficiency Plan, 2020 Update](#).

¹² See RSA 125-O:23.

¹³ Reference Docket DE 17-136, [New Hampshire Statewide Energy Efficiency Plan, 2020 Update](#).

¹⁴ 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 collected be allocated to income eligible programs.

¹⁵ Reference Docket DE 17-136, [Settlement Agreement, December 13, 2018](#), p. 6.

¹⁶ The HEA program is often in coordination with and as a supplement to the U.S. Department of Energy weatherization Assistance Program. The federal funding is received during the last quarter of the year and expended over the subsequent six-

New Hampshire Community Action Agencies.

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 (HEA), 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.

month period. Additional information on the amount and timing of these funds can be found on the [Department of Energy's website](#).

The 2020 programs continued Active Demand Response (ADR) pilot offerings in which Eversource and Unitil provide incentives to C&I customers to reduce electricity use at times of peak demand. The ADR pilot was expanded to include residential customers.

2020 NHSaves Program Year

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 period of time during which project completions were reduced, and, according to the utilities, many contractors and vendors laid-off or furloughed workers.

On May 28, 2020, the utilities notified the Commission that a process was in place for lifting temporary suspensions of programs along with a set of safety protocols designed to protect customers and contractors. The utilities also notified the Commission that the marketplace disruption due to COVID-19 created a need for increased incentives in order to ensure program continuity, to overcome new customer barriers such as lack of funds and economic uncertainty, and to support the contractor ecosystem as they re-entered the market place.

The lifting of program suspensions and increased incentive levels had a positive impact on encouraging residential customers especially to move forward with energy efficiency projects and achieve energy savings. Even though the pandemic impacted the programs, the utilities were able to quickly ramp up services. The following table summarizes the 2020 actual electric program expenses, related savings, and number of customers that were supported by the electric energy efficiency program funding consisting of primarily SBC funds, but also includes FCM and RGGI funds.

| NHSaves ELECTRIC UTILITY ENERGY EFFICIENCY PROGRAMS | EXPENSES (\$) | ANNUAL SAVINGS (kWh) | LIFETIME SAVINGS (kWh) | CUSTOMERS |
|--|----------------------|-----------------------------|-------------------------------|------------------|
| RESIDENTIAL | | | | |
| ENERGY STAR Homes | \$2,424,214 | 1,901,539 | 40,579,468 | 855 |
| HPwES | \$8,396,812 | 2,832,150 | 60,943,992 | 1,522 |
| Home Energy Assistance | \$10,753,046 | 2,851,711 | 27,217,164 | 2,510 |
| ENERGY STAR Products | \$8,313,497 | 27,036,207 | 181,277,533 | 531,552 |
| Other, including ADR and Education | <u>\$613,989</u> | <u>2,525,441</u> | <u>2,525,441</u> | <u>33,917</u> |
| Total Residential | \$30,501,558 | 37,147,048 | 312,543,597 | 572,356 |
| C&I | | | | |
| Small Business Energy Solutions | \$12,938,041 | 37,262,447 | 489,532,605 | 1,528 |
| Large Business Energy Solutions | \$14,568,038 | 51,528,823 | 690,516,987 | 568 |
| Municipal Program | \$2,182,722 | 4,062,681 | 51,679,491 | 164 |
| Other, including ADR and Education | <u>\$2,336,463</u> | <u>1,915,942</u> | <u>32,988,580</u> | <u>50</u> |
| Total C&I | \$32,025,263 | 94,769,894 | 1,264,717,664 | 2,311 |
| Total RESIDENTIAL AND C&I | \$62,526,821 | 131,916,942 | 1,577,261,260 | 574,667 |

2021 NHSaves Program Mid-Year Overview – January 1 through June 30, 2021, Highlights¹⁷

As noted earlier, the utilities filed a three-year plan on September 1, 2020. As of the date of this report, the Commission has not ruled on the full three-year plan. Instead it has ordered the utilities to continue the 2020 energy efficiency program structures and SBC rate until a final determination is made, to allow for full review of the plan. The following table summarizes the expenses and savings associated with all electric efficiency programs (funded through SBC, FCM, and RGGI) for the six months beginning January 2021.

¹⁷ See 2021 [Second Quarter Report](#), pages 1-3. Energy Star Products customers are based on the sum of appliance customers and total bulbs (with total bulbs installed divided by 4.0 bulbs per customer).

| NHSaves ELECTRIC UTILITY ENERGY EFFICIENCY PROGRAMS | EXPENSES (\$) | ANNUAL SAVINGS (kWh) | LIFETIME SAVINGS (kWh) | CUSTOMERS |
|--|----------------------|---------------------------------|-----------------------------------|------------------|
| <u>RESIDENTIAL</u> | | | | |
| ENERGY STAR® Homes | 1,129,708 | 1,163,048 | 23,670,364 | 479 |
| HPwES | 5,465,203 | 1,249,580 | 24,098,368 | 1,094 |
| Home Energy Assistance | 3,937,602 | 752,195 | 7,344,633 | 242 |
| ENERGY STAR® Products | 4,267,677 | 12,654,510 | 61,729,498 | 295,783 |
| Other, including Education | <u>217,619</u> | <u>1,217,331</u> | <u>1,217,331</u> | <u>30,191</u> |
| TOTAL RESIDENTIAL | 15,017,810 | 17,036,664 | 118,060,194 | 327,790 |
| <u>C&I</u> | | | | |
| Small Business Energy Solutions | 4,311,693 | 16,552,135 | 192,083,358 | 2,053 |
| Large Business Energy Solutions | 3,229,999 | 8,796,387 | 102,593,603 | 486 |
| Municipal Program | 436,168 | 483,500 | 15,560,551 | 22 |
| Other, including Education | <u>201,079</u> | <u>--</u> | <u>--</u> | <u>--</u> |
| TOTAL C&I | 8,178,939 | 25,832,022 | 310,237,512 | 2,561 |
| TOTAL RESIDENTIAL AND C&I | 23,196,749 | 42,868,686 | 428,297,706 | 330,351 |

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 2020 along with January through August results to date for 2021 energy efficiency measures in New Hampshire public schools.

**Energy Efficiency Measures in New Hampshire's Public Schools
Overview of 2020 and January 1 to August 31, 2021**

| Year | Measure Type | Number of Projects | Total Incentives | Project Cost | Annual kWh Savings | Annual MMBTU Savings |
|---|--------------------------|--------------------|--------------------|--------------------|--------------------|----------------------|
| 2020 | Cooling | 1 | \$750 | \$1,000 | 3,124 | 0 |
| | CUSTOM | 0 | \$0 | \$0 | 0 | 0 |
| | CUSTOM-Lighting | 0 | \$0 | \$0 | 0 | 0 |
| | Energy Management System | 5 | \$51,476 | \$92,635 | 20,577 | 1,912 |
| | Heating | 9 | \$70,900 | \$289,512 | 7,321 | 1,382 |
| | HVAC | 2 | \$13,012 | \$20,720 | 46,483 | 0 |
| | Lighting | 78 | \$1,571,583 | \$4,972,037 | 4,093,968 | 0 |
| | Lighting Controls | 17 | \$68,946 | \$254,683 | 182,750 | 0 |
| | Motors | 1 | \$800 | \$1,067 | 2,872 | 0 |
| | Parking Lot lights | 3 | \$5,447 | \$26,798 | 22,717 | 0 |
| | Process | 10 | \$255,497 | \$824,026 | 550,285 | 356 |
| | Refrigeration | 1 | \$250 | \$350 | 307 | 0 |
| | VFD | 0 | \$0 | \$0 | 0 | 0 |
| | Water Heating | 1 | \$400 | \$5,299 | 0 | 19 |
| | Weatherization | 4 | \$16,275 | \$46,500 | 2,817 | 332 |
| 2020 Total | | 132 | \$2,055,337 | \$6,534,628 | 4,933,221 | 4,001 |
| Jan - Aug 2021 | Cooling | 0 | \$0 | \$0 | 0 | 0 |
| | CUSTOM | 14 | \$794,815 | \$0 | 1,972,139 | 760 |
| | CUSTOM-Lighting | 0 | \$0 | \$0 | 0 | 0 |
| | Energy Management System | 0 | \$0 | \$0 | 0 | 0 |
| | Heating | 0 | \$0 | \$0 | 0 | 0 |
| | HVAC | 22 | \$437,279 | \$0 | 1,109,285 | 1,291 |
| | Lighting | 90 | \$1,790,917 | \$362,444 | 5,328,287 | (73) |
| | Lighting Controls | 0 | \$0 | \$0 | 0 | 0 |
| | Motors | 1 | \$2,055 | \$0 | 6,165 | 0 |
| | Parking Lot lights | 0 | \$0 | \$0 | 0 | 0 |
| | Process | 0 | \$0 | \$0 | 0 | 0 |
| | Refrigeration | 1 | \$3,185 | \$0 | 7,114 | 0 |
| | VFD | 0 | \$0 | \$0 | 0 | 0 |
| | Water Heating | 1 | \$1,591 | \$0 | 4,772 | 0 |
| | Weatherization | 0 | \$0 | \$0 | 0 | 0 |
| 2021 Total (includes "In Process") | | 129 | \$3,029,842 | \$362,444 | 8,427,762 | 1,978 |
| Grand Total | | 261 | \$5,085,179 | \$6,897,072 | 13,360,982 | 5,979 |

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

Recognition and Awards Attributable to NHSaves Energy Efficiency Programs

ENERGY STAR® Awards – 2021 Partner of the Year – Sustained Excellence: New Hampshire’s ENERGY STAR® Homes Program

2021 was the ninth 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.

Prior Recognition and Awards

- ENERGY STAR® Awards – 2020 Partner of the Year – Sustained Excellence: New Hampshire’s ENERGY STAR® Homes Program
- ENERGY STAR® Awards – 2020 Partner of the Year – Sustained Excellence – New Home Builder: Chinburg Properties, Newmarket, NH
- 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

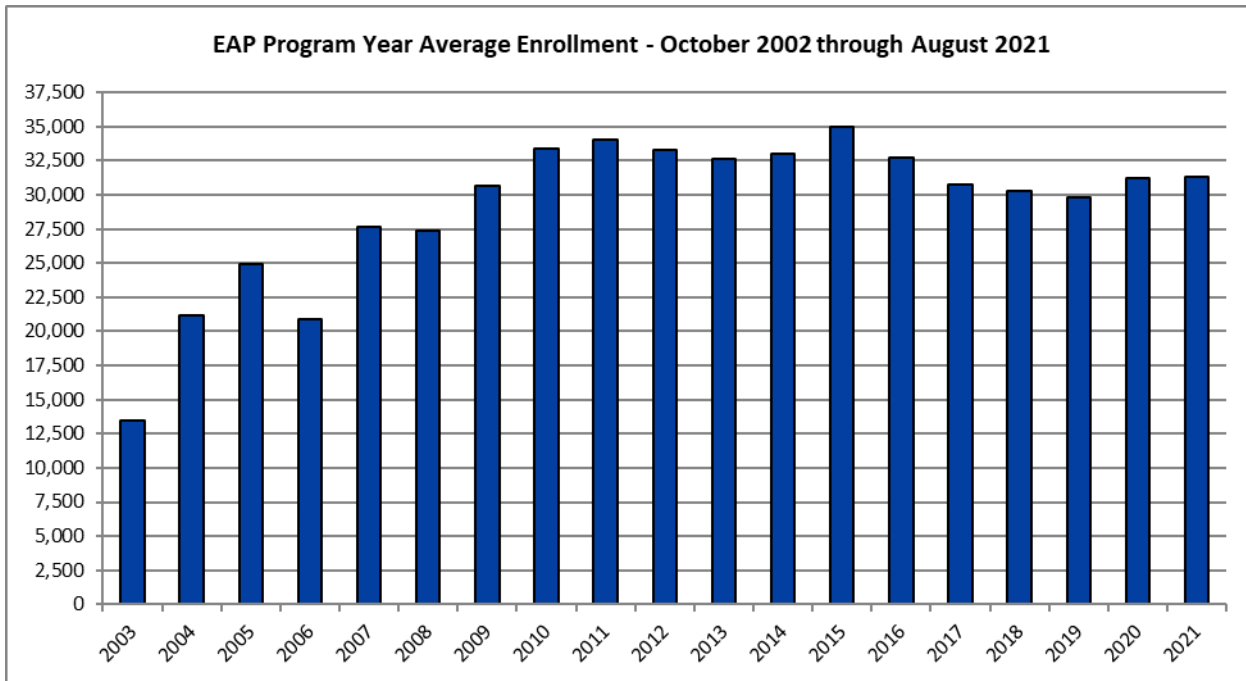
As directed by RSA 374-F:3, V, the Commission adopted the Electric Assistance Program (EAP) to provide bill assistance to low-income customers as part of electric restructuring in 2002.

The EAP provides targeted benefits to low-income customers. The program has been developed to provide households with the lowest poverty level with 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. This income threshold mirrors that of the federally funded Low-Income Home Energy Assistance Program, providing one-stop shopping for customers and an efficient, streamlined EAP application process.

RSA 374-F:4, VIII (c) authorizes funding of the EAP through the SBC, and customers of Eversource Energy, 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 nineteenth year of operation on September 30, 2021. Currently, there are slightly more than 28,800 households receiving this benefit.

On June 16, 2021, the EAP Advisory Board filed a recommendation with the Commission to issue an RFP for a consultant to undertake a review, analysis, and evaluation of the EAP program design. The Advisory Board noted that the results of the program review would aid in the development of recommendations for improving the effectiveness and efficiency of the EAP in fulfilling program goals and for prudently spending down a portion of the EAP fund in compliance with applicable law. As of the date of this report, no action has been taking on the Advisory Board's recommendation.

EAP enrollment levels were relatively consistent between 2010 and 2016. Enrollment between 2017 and 2020 declined slightly over prior years. While 2021 enrollment remains lower than pre-2017 enrollment levels, the Community Action Agencies (CAAs) have projected increases in enrollment over the next few months as the Emergency Rental Assistance Program funding attracts more eligible households to the CAAs for assistance. The average annual enrollment for each program year is shown in the chart below.



Monthly enrollment in the EAP varies, with the highest enrollments occurring over the winter months and lower enrollments in late spring and early summer. As is typical, enrollment is expected to increase beginning in October and should continue to increase through April or May 2022.

| Monthly Enrollment | | | | | | | | | | | | |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Jan | Feb | Mar | April | May | June | July | Aug | Sept | Oct | Nov | Dec |
| 2018 | 31,330 | 31,868 | 30,810 | 30,957 | 30,342 | 30,075 | 29,743 | 29,243 | 29,042 | 29,211 | 29,571 | 30,333 |
| 2019 | 30,738 | 30,118 | 30,227 | 30,329 | 29,954 | 29,646 | 29,481 | 28,953 | 28,954 | 29,104 | 29,568 | 30,222 |
| 2020 | 31,523 | 31,597 | 31,682 | 31,924 | 32,054 | 32,051 | 31,852 | 31,747 | 31,618 | 31,643 | 31,160 | 31,182 |
| 2021 | 31,712 | 32,024 | 32,025 | 32,023 | 30,943 | 30,690 | 29,539 | 29,414 | 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. The distribution of households by tier has been relatively consistent from year to year. The number of households above 150% of the federal poverty guidelines, which are

the households in the 8% discount tier, has grown since the income eligibility threshold was increased to 60% of NH state median income. As of the end of August 2021, 17 percent of enrolled households received a discount of 76 percent; 20 percent received a discount of 52 percent; 17 percent received a discount of 36 percent; 16 percent received a discount of 16 percent; and 30 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.

| EAP Income Eligibility Guidelines by Discount Tier | | | | | |
|---|------------|---------------------------|---------------------------|---------------------------|----------------------------|
| Household size | 76% | 52% | 36% | 22% | 8% |
| 1 | ≤ \$ 9,660 | > \$ 9,660 but ≤ \$12,880 | > \$12,880 but ≤ \$16,100 | > \$16,100 but ≤ \$19,320 | > \$19,320 but ≤ \$37,696 |
| 2 | ≤ \$13,065 | > \$13,065 but ≤ \$17,420 | > \$17,420 but ≤ \$21,775 | > \$21,775 but ≤ \$26,130 | > \$26,130 but ≤ \$49,295 |
| 3 | ≤ \$16,470 | > \$16,470 but ≤ \$21,960 | > \$21,960 but ≤ \$27,450 | > \$27,450 but ≤ \$32,940 | > \$32,940 but ≤ \$60,894 |
| 4 | ≤ \$19,875 | > \$19,875 but ≤ \$26,500 | > \$26,500 but ≤ \$33,125 | > \$33,125 but ≤ \$39,750 | > \$39,750 but ≤ \$72,493 |
| 5 | ≤ \$23,280 | > \$23,280 but ≤ \$31,040 | > \$31,040 but ≤ \$38,800 | > \$38,800 but ≤ \$46,560 | > \$46,560 but ≤ \$84,092 |
| 6 | ≤ \$26,685 | > \$26,685 but ≤ \$35,580 | > \$35,580 but ≤ \$44,475 | > \$44,475 but ≤ \$53,370 | > \$53,370 but ≤ \$95,691 |
| 7 | ≤ \$30,090 | > \$30,090 but ≤ \$40,120 | > \$40,120 but ≤ \$50,150 | > \$50,150 but ≤ \$60,180 | > \$60,180 but ≤ \$97,866 |
| 8 | ≤ \$33,495 | > \$33,495 but ≤ \$44,660 | > \$44,660 but ≤ \$55,825 | > \$55,825 but ≤ \$66,990 | > \$66,990 but ≤ \$100,040 |

During the past 11 months, the low-income portion of the SBC collected approximately \$14.5 million in funding for the EAP. Customers received approximately \$11.9 million in bill assistance during the period October 1, 2020 through August 31, 2021. 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).¹⁸

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

¹⁸ Of the approximately \$1.8 million in administrative costs paid during the first 11 months of the 2020-2021 EAP program year, \$1,714,255 was paid to the CAA, \$71,077 was paid to the utilities and \$763 was paid to OSI. With the creation of the Department of Energy on July 1, 2021, the OSI ceased to exist as a separate agency, becoming part of the Department.

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.

| EAP Financial Information | | | | | |
|--|----------------------------|-----------------|----------------------|-----------------------------|---------------------------------------|
| October 1, 2020 through August 31, 2021 | | | | | |
| Balance in EAP fund on 10/1/20 | SBC revenue for EAP | Interest | Benefits paid | Administrative costs | Balance in EAP fund on 8/31/21 |
| \$2,968,981 | \$ 14,524,710 | \$ 2,285 | \$11,924,092 | \$1,786,095 | \$3,785,789 |

With the creation of the Department on Energy on July 1, 2021, responsibility for the EAP transferred from the Commission to the Department. At the same time, OSI was disbanded and its functions transferred primarily to the Department. The Department will not charge the EAP for its oversight, including participation in EAP Advisory Board meetings and other EAP related discussions.

When this report was provided to the Legislative Oversight Committee to Monitor the Transformation of Delivery of Electric Services on October 1, 2020, the long-term effect of the pandemic on kWh sales and, correspondingly, SBC generated revenue was unknown. During the past 11 months, kWh sales were 34 percent lower than the same 11 month period in 2018 through 2019 but slightly higher, less than 1 percent, when compared to the same 11 month period in 2019 through 2020. SBC generated revenue is also slightly less than 1 percent higher during the past 11 months than in the 2019/2020 but approximately half a percent lower than the 2018/2019 period.

Potential increased enrollment as a result of higher numbers of applicants, driven by the approaching winter period and the Emergency Rental Assistance Program, 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 Department 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 B. There has not been a waiting list for the EAP since May 2012.

Appendix A



Moderate Income RGGI Grant

2021 ANNUAL REPORT

Energy Efficiency Programs Funded Through
Energy Efficiency Fund RFP #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
- Until Energy Systems, Inc. d/b/a Until-NH Electric Operations

October 1, 2021



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Section 1: Background

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 Unitol Energy Systems, Inc. d/b/a Unitol-NH Electric Operations (“Unitol Electric”) (hereinafter referred to as the “NH Electric Utilities”).

This Report covers energy efficiency efforts pertaining to Commission RFP #2018-005 through August 2021. As of July 1, 2021, as part of the transfer of responsibilities from the PUC to the newly formed Department of Energy, the oversight of this grant program has also shifted.

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.¹ 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 (“CO₂”) and sulfur and nitrogen oxide 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”).² Established in 2005, RGGI is the first mandatory cap-and-trade program in the United States to reduce CO₂ 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.

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 CO₂ 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

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

² 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).

administration of RGGI has resulted in a decrease of CO₂ emissions by 48.3 percent between the base period of 2006-2008 and the period of 2016-2018.³

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 CO₂ 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 CO₂ 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 CO₂ allowance. The first requirement is that at least 15 percent of these remaining funds must be allocated to the NHSaves income-eligible 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 these allocations to the NH Electric Utilities, the remaining funds 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 require 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 tracked the goals and achievements for the Retail Energy Reduction Partners Program and Large Business Energy Reduction Partners Program separately from the standard NHSaves Programs.

In 2018, Eversource submitted a response on behalf of the NH Electric Utilities to the Commission's Request for Proposal #18-005. On April 17, 2019 the Governor and Executive Council approved the authorization of \$690,000 in grant funds to be awarded to Eversource to administer a statewide moderate-income program on behalf of the NH Electric Utilities, to deliver incremental lifetime kWh and lifetime MMBtu savings to a vulnerable subset of customers that otherwise would not be achieved during the 2019-2021 period. The NH Utilities received the first portion of funding for the Grant from

³ RGGI. *2018 Electric Power Monitoring Report*. "The annual average CO₂ emissions from RGGI electric generation sources from 2016 to 2018 decreased by 66.8 million short tons of CO₂, or 48.3 percent, compared to the base period of 2006 to 2008."

the Commission in spring of 2020.

Section 2: Description of Program

The **Home Performance with ENERGY STAR Program for Moderate Income Customers (HPwES-MI)** is designed to leverage the success of the existing statewide NHSaves Energy Efficiency Programs in order to make fuel neutral, whole house energy efficiency services more available to single family residential customers with moderate incomes. Currently, the Home Energy Assistance (HEA) program provides no-cost services to income qualified customers. The HPwES program provides weatherization services with at least a 75% co-pay to residential customers with high energy use not participating in the HEA program. The HPwES-MI program attempts to leverage beneficial aspects of both programs to effectively target the needs of moderate-income customers who may not otherwise be able to participate in whole house weatherization.

The NH Electric Utilities have been working with the Community Action Agencies to identify potential moderate-income customers and to provide the whole house weatherization. There is an existing group of customers that spend a considerable amount of time gathering documentation for low-income qualification but whose income is just over the qualification limit. These customers have already self-identified as interested in weatherization and shown motivation for moving forward. They do not qualify for the HEA program or the NH Weatherization Assistance Program (WAP) but would likely find the co-pay for HPwES prohibitive to making significant weatherization upgrades. The HPwES-MI offering makes weatherization services more accessible to these customers, reduces their fuel use and greenhouse gas emissions and their energy costs, and makes their homes safer and more comfortable.

The new offering, when combined with the existing services offered under the NHSaves Energy Efficiency Programs, allows the NH Electric Utilities to seamlessly and cost-effectively offer comprehensive, fuel neutral, whole house energy efficiency services to moderate income residential customers interested in pursuing energy efficiency projects regardless of the fuel-type utilized for home heating.

Section 3: Program Efforts to Date

3.1 Timeline and Barriers Encountered

While the current grant period was authorized for RFP #18-005 from 2019-2021, initial approval did not come until the second quarter of 2019, and initial disbursements were not made until several months thereafter. After funding was received, some software changes were needed to facilitate the

program. Additionally, generation of leads from the Community Action Agencies (“CAAs”) was needed, and these efforts carried into early 2020.

March of 2020 marked the beginning of the COVID-19 pandemic in the United States, which led to a halt of all in-person energy efficiency work in New Hampshire for a number of months, including the work associated with this grant. Once the programs were safe to reopen in mid-2020, the NH Utilities increased program incentives for their Home Performance with Energy Star (“HPwES”) residential weatherization offerings within the NHSaves program to 90% in order to overcome the economic and implementation barriers created by COVID-19 and to jumpstart the programs after the pause. The 90% incentive for all projects in the regular HPwES program offerings was superior to the 80% incentive associated with this moderate-income grant, making it less desirable for customers to pursue these grant-funded projects during that timeframe.

In 2021 the NH Utilities have redoubled efforts related to the Moderate Income RGGI grant. A lowering of the HPwES program incentive levels makes the RGGI grant incentive structure appealing again for customers. Eversource, on behalf of and with all the utilities, is working with CAAs to market the offer to eligible customers to generate participation. The outreach and efforts in 2021 have generated some project interest but are also proving valuable in identifying a number of other barriers faced by moderate income customers. These barriers contribute to a slower than anticipated uptake of the program offering. Aside from timing issues, the main barriers identified to date are:

- Income Eligibility

Income eligibility is a constantly moving target, where a customer who is classified as moderate-income one year may not be classified as such at a different point in time. COVID-19 has led to significant volatility in these income classifications, which has made it very difficult for CAAs to provide accurate leads to the Company to contact for this offering.

- Customer Skepticism

Customers have expressed skepticism about the offer because it is different from the standard programs that they have heard about before and that are listed on the NHSaves website. Customer wariness about potential scams, especially from inbound calls on something they have not initiated themselves, has led to a barrier in willingness to engage. Because the initial grant period was shorter than anticipated due to contracting issues and COVID-19, it has not been possible to build the kind of structural support and general awareness needed to overcome customer trust barriers.

- Cost Share

While an 80% rebate and 20% customer copay on some measures within this offering is a significant incentive, that copay still poses a significant barrier to many moderate-income customers. Even under the best economic circumstances, moderate-income customers expend a relatively high proportion of

their income on necessities, such as housing, utilities, food, and medication. With the lingering impacts of COVID-19 still being felt, there is little interest in or financial ability for many of these customers to take on another expense, even if it is cost-effective and provides a return over time.

- Supply and Demand

Demand for many products and materials has risen significantly since the economy has begun reopening. Supply of some of these products has also been constrained as some manufacturers have been unable to replicate their prior output levels. Many contractors in the state are just now reaching their pre-COVID workforce capacity. This confluence of supply and demand issues has led to prices in the marketplace that are much higher and timeframes for delivery and installation of measures that are much longer than they were when the grant application was submitted. Due to these issues, many projects within the NHSaves residential programs are expected to be delayed until 2022.

3.2 Completed Projects and Pipeline

The NH Utilities have one recently completed project (invoice will be processed for payment in September) and three others in-process that are expected to complete by the end of the year. Below is a table depicting the cumulative status of the program through August 2021.

Through 08/31/2021

| | | | | | |
|---------------------------|---------------------------------|--------------------------------------|-----------------------|------------------------------|---------------------------------|
| Funds Collected | Funding Not Yet Received | Total Contract Funding | Funds Expended | Projected Commitments | Projected Ending Balance |
| \$ 575,000 | \$ 115,000 | \$ 690,000 | \$ - | \$ 53,615 | \$ 636,385 |
| | | | | | |
| Projects Completed | Projects Enrolled | Cumulative Projects Projected | | | |
| 1 | 3 | 4 | | | |

3.3 Next Steps

While the program has begun to effectively reach the appropriate customers and identify eligible projects, there are timing constraints given that the grant period is set to expire on December 31, 2021. On July 22, 2021 Eversource filed a request on behalf of the NH Electric Utilities to the Department of Energy requesting a 12-month extension of the grant. Without a resolution on the extension request, Eversource and the NH Utilities cannot continue outreach to identify additional grant projects that might not be completed until after December 31, 2021. An extension would allow Eversource to continue outreach to potential customers, adapt strategies based on our customer and

partner feedback to date, and fully utilize the RGGI Grant funds for their intended purpose to assist Moderate Income customers in weatherizing their homes.

Appendix B

EAP Municipal Report October 2020 through August 2021

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 | 11 | 6 | 4 | 2 | 7 | 29 | \$13,411.06 | \$455.90 |
| Albany | 13 | 3 | 8 | 7 | 9 | 39 | \$21,863.73 | \$558.22 |
| Alexandria | 11 | 6 | 13 | 12 | 9 | 50 | \$24,251.54 | \$483.42 |
| Allenstown | 69 | 36 | 27 | 29 | 26 | 188 | \$77,874.32 | \$414.41 |
| Alstead | 15 | 14 | 11 | 12 | 6 | 58 | \$24,918.55 | \$427.18 |
| Alton | 28 | 23 | 19 | 16 | 9 | 94 | \$38,491.11 | \$408.39 |
| Amherst | 33 | 10 | 9 | 6 | 6 | 64 | \$23,818.77 | \$371.20 |
| Andover | 16 | 4 | 8 | 5 | 5 | 38 | \$14,532.44 | \$387.53 |
| Antrim | 32 | 18 | 15 | 11 | 10 | 85 | \$28,974.39 | \$340.54 |
| Ashland | | | | | | 2 | \$223.31 | \$111.66 |
| Atkinson | 24 | 4 | 7 | 5 | 7 | 47 | \$9,747.63 | \$207.76 |
| Auburn | 17 | 7 | 7 | 3 | 2 | 35 | \$9,921.26 | \$280.13 |
| Barnstead | 39 | 22 | 13 | 13 | 10 | 97 | \$33,386.76 | \$345.98 |
| Barrington | 48 | 17 | 16 | 26 | 20 | 127 | \$56,221.28 | \$442.98 |
| Bartlett | 16 | 10 | 9 | 10 | 9 | 54 | \$22,762.50 | \$422.18 |
| Bath | 14 | 8 | 6 | 4 | 4 | 35 | \$14,306.99 | \$404.91 |
| Bedford | 56 | 21 | 21 | 13 | 8 | 119 | \$37,926.68 | \$320.06 |
| Belmont | 84 | 55 | 56 | 48 | 41 | 284 | \$116,477.27 | \$410.61 |
| Bennington | 15 | 9 | 15 | 10 | 8 | 56 | \$25,533.18 | \$455.95 |
| Benton | | | | | | 8 | \$4,024.47 | \$482.94 |
| Berlin | 225 | 121 | 114 | 161 | 146 | 767 | \$327,307.87 | \$426.65 |
| Bethlehem | 20 | 10 | 16 | 11 | 10 | 68 | \$26,651.01 | \$393.86 |
| Boscawen | 31 | 16 | 23 | 14 | 20 | 103 | \$26,914.36 | \$260.46 |
| Bow | 17 | 4 | 5 | 7 | 6 | 39 | \$9,846.57 | \$254.65 |
| Bradford | 16 | 13 | 7 | 9 | 7 | 51 | \$21,002.58 | \$409.81 |
| Brentwood | 9 | 1 | 3 | 2 | 2 | 17 | \$6,776.16 | \$402.54 |
| Bridgewater | 8 | 2 | 3 | 5 | 2 | 21 | \$9,921.31 | \$478.14 |
| Bristol | 36 | 17 | 18 | 14 | 23 | 108 | \$46,190.63 | \$429.02 |
| Brookfield | 5 | 1 | 2 | 2 | 3 | 13 | \$6,681.49 | \$530.98 |
| Brookline | 17 | 7 | 5 | 5 | 3 | 37 | \$12,686.61 | \$342.88 |
| Campton | 13 | 23 | 19 | 20 | 15 | 90 | \$42,782.04 | \$475.36 |
| Canaan | 21 | 14 | 13 | 17 | 10 | 74 | \$31,588.07 | \$427.35 |
| Candia | 17 | 8 | 10 | 4 | 1 | 39 | \$10,957.47 | \$282.77 |
| Canterbury | 9 | 4 | 5 | 0 | 1 | 18 | \$3,405.09 | \$188.30 |
| Carroll | 9 | 1 | 3 | 4 | 3 | 20 | \$9,200.04 | \$452.46 |
| Center Harbor | 9 | 6 | 5 | 6 | 5 | 30 | \$13,507.90 | \$445.32 |
| Charlestown | 73 | 39 | 45 | 39 | 35 | 232 | \$99,334.34 | \$428.94 |
| Chatham | | | | | | 4 | \$2,235.20 | \$558.80 |
| Chester | 13 | 5 | 5 | 1 | 1 | 26 | \$8,127.49 | \$309.62 |
| Chesterfield | 28 | 14 | 10 | 8 | 12 | 71 | \$32,062.89 | \$450.53 |
| Chichester | 8 | 5 | 4 | 5 | 2 | 24 | \$7,178.72 | \$298.08 |
| Claremont | 205 | 99 | 128 | 124 | 131 | 687 | \$303,971.50 | \$442.41 |
| Clarksville | 10 | 4 | 2 | 4 | 0 | 22 | \$6,926.90 | \$320.94 |

EAP Municipal Report October 2020 through August 2021

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 | 45 | 27 | 44 | 38 | 39 | 193 | \$89,756.24 | \$464.06 |
| Columbia | 10 | 6 | 6 | 5 | 7 | 34 | \$15,055.29 | \$446.08 |
| Concord | 289 | 156 | 145 | 181 | 155 | 926 | \$217,239.99 | \$234.60 |
| Conway | 101 | 57 | 65 | 84 | 57 | 364 | \$161,922.65 | \$444.74 |
| Cornish | 6 | 8 | 4 | 2 | 4 | 24 | \$9,054.27 | \$381.23 |
| Croydon | 8 | 2 | 2 | 4 | 6 | 21 | \$10,144.42 | \$477.38 |
| Dalton | 23 | 8 | 10 | 12 | 8 | 61 | \$24,318.86 | \$400.86 |
| Danbury | 17 | 6 | 4 | 12 | 4 | 42 | \$14,650.79 | \$347.45 |
| Danville | 34 | 18 | 11 | 17 | 9 | 89 | \$25,894.89 | \$289.87 |
| Deerfield | 13 | 5 | 7 | 9 | 10 | 43 | \$21,735.57 | \$506.46 |
| Deering | 27 | 5 | 9 | 8 | 8 | 56 | \$22,761.37 | \$404.65 |
| Derry | 245 | 87 | 126 | 144 | 111 | 713 | \$312,874.85 | \$439.12 |
| Dorchester | 4 | 4 | 3 | 5 | 0 | 17 | \$6,963.53 | \$422.03 |
| Dover | 148 | 74 | 97 | 143 | 119 | 581 | \$262,101.84 | \$451.25 |
| Dublin | 9 | 6 | 3 | 1 | 5 | 24 | \$10,793.23 | \$454.45 |
| Dummer | 9 | 2 | 1 | 2 | 4 | 17 | \$6,444.24 | \$370.00 |
| Dunbarton | 7 | 2 | 2 | 4 | 5 | 19 | \$8,466.29 | \$441.72 |
| Durham | 5 | 6 | 3 | 9 | 2 | 25 | \$6,375.58 | \$254.18 |
| East Kingston | 10 | 2 | 4 | 3 | 2 | 21 | \$4,696.14 | \$229.08 |
| Easton | | | | | | 8 | \$5,207.28 | \$618.69 |
| Eaton | | | | | | 8 | \$3,671.86 | \$445.07 |
| Effingham | 18 | 5 | 7 | 17 | 12 | 58 | \$28,282.52 | \$489.74 |
| Enfield | 25 | 7 | 11 | 11 | 8 | 62 | \$22,738.29 | \$365.76 |
| Epping | 64 | 21 | 21 | 28 | 11 | 145 | \$51,517.96 | \$355.71 |
| Epsom | 52 | 26 | 17 | 11 | 16 | 123 | \$35,460.94 | \$289.28 |
| Errol | 6 | 7 | 4 | 2 | 2 | 20 | \$5,727.63 | \$286.38 |
| Exeter | 133 | 64 | 74 | 77 | 52 | 401 | \$91,659.03 | \$228.53 |
| Farmington | 82 | 35 | 38 | 47 | 48 | 250 | \$114,703.33 | \$458.81 |
| Fitzwilliam | 26 | 18 | 9 | 10 | 14 | 77 | \$34,327.34 | \$448.24 |
| Francestown | 8 | 4 | 4 | 4 | 1 | 20 | \$8,174.66 | \$407.04 |
| Franconia | 4 | 3 | 2 | 3 | 2 | 14 | \$4,896.93 | \$351.88 |
| Franklin | 133 | 50 | 54 | 75 | 65 | 376 | \$157,189.33 | \$418.06 |
| Freedom | 7 | 8 | 9 | 6 | 6 | 36 | \$17,510.61 | \$484.16 |
| Fremont | 26 | 5 | 7 | 8 | 6 | 52 | \$21,477.18 | \$412.36 |
| Gilford | 56 | 46 | 34 | 47 | 15 | 197 | \$72,321.52 | \$367.11 |
| Gilmanton | 24 | 7 | 10 | 12 | 10 | 62 | \$28,531.27 | \$459.56 |
| Gilsum | 11 | 4 | 3 | 5 | 3 | 27 | \$10,871.64 | \$405.15 |
| Goffstown | 105 | 38 | 35 | 36 | 25 | 239 | \$86,307.48 | \$360.74 |
| Gorham | 46 | 24 | 20 | 20 | 22 | 130 | \$50,425.33 | \$387.64 |
| Goshen | 15 | 2 | 11 | 6 | 1 | 35 | \$12,609.15 | \$356.86 |
| Grafton | 14 | 8 | 13 | 8 | 12 | 54 | \$24,844.39 | \$458.67 |
| Grantham | 7 | 1 | 3 | 4 | 1 | 17 | \$7,105.50 | \$430.64 |
| Greenfield | 18 | 4 | 8 | 3 | 2 | 34 | \$11,850.68 | \$349.41 |

EAP Municipal Report October 2020 through August 2021

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 | 8 | 4 | 3 | 2 | 4 | 21 | \$8,140.23 | \$386.10 |
| Greenville | 30 | 19 | 15 | 15 | 8 | 88 | \$35,376.20 | \$403.15 |
| Groton | 9 | 2 | 1 | 5 | 1 | 18 | \$6,646.28 | \$370.96 |
| Hales Location | | | | | | 1 | \$119.95 | \$119.95 |
| Hampstead | 48 | 20 | 13 | 10 | 11 | 103 | \$34,351.94 | \$335.14 |
| Hampton | 59 | 33 | 29 | 35 | 23 | 177 | \$36,824.17 | \$207.66 |
| Hampton Falls | 5 | 4 | 3 | 2 | 1 | 16 | \$4,178.30 | \$262.51 |
| Hancock | 12 | 4 | 3 | 3 | 5 | 28 | \$13,328.54 | \$481.75 |
| Hanover | 3 | 2 | 4 | 6 | 2 | 17 | \$7,024.51 | \$407.22 |
| Harrisville | 3 | 2 | 6 | 3 | 3 | 17 | \$8,399.54 | \$491.68 |
| Haverhill | 29 | 16 | 16 | 9 | 14 | 84 | \$32,875.80 | \$393.72 |
| Hebron | 3 | 2 | 3 | 3 | 2 | 14 | \$7,109.23 | \$520.19 |
| Henniker | 25 | 14 | 13 | 15 | 17 | 84 | \$39,757.30 | \$476.14 |
| Hill | 14 | 9 | 8 | 4 | 3 | 38 | \$14,320.82 | \$378.52 |
| Hillsborough | 95 | 37 | 45 | 38 | 32 | 247 | \$107,365.23 | \$434.09 |
| Hinsdale | 67 | 29 | 28 | 31 | 41 | 195 | \$86,871.25 | \$444.92 |
| Holderness | 12 | 8 | 7 | 5 | 6 | 39 | \$16,853.80 | \$431.23 |
| Hollis | 19 | 3 | 3 | 5 | 2 | 33 | \$10,899.37 | \$334.51 |
| Hooksett | 82 | 38 | 41 | 48 | 25 | 233 | \$82,214.48 | \$352.60 |
| Hopkinton | 23 | 13 | 7 | 14 | 5 | 63 | \$18,486.00 | \$295.78 |
| Hudson | 128 | 44 | 46 | 49 | 47 | 314 | \$134,531.77 | \$428.79 |
| Jackson | | | | | | 9 | \$4,212.25 | \$451.31 |
| Jaffrey | 42 | 25 | 27 | 29 | 21 | 144 | \$55,703.43 | \$386.61 |
| Jefferson | 12 | 6 | 7 | 5 | 6 | 35 | \$15,035.93 | \$425.55 |
| Keene | 206 | 91 | 105 | 106 | 140 | 648 | \$307,245.75 | \$474.08 |
| Kensington | 4 | 3 | 4 | 4 | 2 | 17 | \$4,038.10 | \$235.23 |
| Kingston | 39 | 15 | 18 | 10 | 14 | 96 | \$24,345.97 | \$254.71 |
| Laconia | 165 | 85 | 128 | 145 | 113 | 636 | \$266,691.86 | \$419.27 |
| Lancaster | 46 | 30 | 34 | 20 | 20 | 150 | \$60,181.27 | \$400.99 |
| Landaff | 6 | 1 | 3 | 3 | 1 | 13 | \$5,493.45 | \$419.88 |
| Langdon | 5 | 2 | 5 | 4 | 4 | 20 | \$10,259.49 | \$510.85 |
| Lebanon | 56 | 31 | 37 | 45 | 43 | 212 | \$96,063.02 | \$452.77 |
| Lee | 20 | 9 | 11 | 3 | 11 | 52 | \$19,723.18 | \$378.69 |
| Lempster | 12 | 5 | 9 | 4 | 7 | 37 | \$18,517.02 | \$500.46 |
| Lincoln | 17 | 10 | 13 | 20 | 7 | 67 | \$25,562.42 | \$383.92 |
| Lisbon | 24 | 11 | 13 | 15 | 9 | 73 | \$30,339.32 | \$415.61 |
| Litchfield | 25 | 10 | 13 | 11 | 10 | 69 | \$33,423.54 | \$483.81 |
| Littleton | | | | | | 5 | \$804.47 | \$175.52 |
| Londonderry | 113 | 52 | 47 | 39 | 41 | 293 | \$121,946.80 | \$416.79 |
| Loudon | 34 | 19 | 16 | 14 | 13 | 95 | \$34,095.56 | \$360.48 |
| Lyman | 5 | 5 | 4 | 2 | 1 | 17 | \$5,165.92 | \$308.41 |
| Lyme | | | | | | 10 | \$3,732.48 | \$364.14 |
| Lyndeborough | 9 | 3 | 6 | 3 | 4 | 25 | \$13,198.25 | \$536.88 |

EAP Municipal Report October 2020 through August 2021

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 | | | | | | 9 | \$4,672.60 | \$496.21 |
| Madison | 20 | 10 | 13 | 12 | 5 | 60 | \$25,328.94 | \$420.40 |
| Manchester | 1175 | 473 | 614 | 834 | 776 | 3871 | \$1,829,074.63 | \$472.46 |
| Marlborough | 18 | 13 | 14 | 15 | 12 | 71 | \$33,563.69 | \$469.97 |
| Marlow | 9 | 2 | 6 | 5 | 2 | 24 | \$8,797.42 | \$374.36 |
| Mason | 6 | 2 | 3 | 1 | 1 | 13 | \$4,725.84 | \$356.67 |
| Meredith | 61 | 22 | 35 | 52 | 50 | 220 | \$117,107.03 | \$532.10 |
| Merrimack | 102 | 35 | 31 | 20 | 25 | 212 | \$78,688.87 | \$370.74 |
| Middleton | 17 | 6 | 6 | 6 | 9 | 45 | \$19,683.26 | \$437.41 |
| Milan | 33 | 18 | 11 | 16 | 7 | 84 | \$31,451.18 | \$375.91 |
| Milford | 132 | 42 | 54 | 41 | 34 | 301 | \$98,330.41 | \$326.41 |
| Millsfield | | | | | | 1 | \$80.75 | \$80.75 |
| Milton | 45 | 29 | 31 | 23 | 17 | 144 | \$63,294.96 | \$439.29 |
| Monroe | 7 | 4 | 3 | 3 | 0 | 16 | \$5,014.80 | \$318.40 |
| Mont Vernon | 4 | 2 | 3 | 2 | 3 | 13 | \$8,444.75 | \$629.42 |
| Moultonborough | 30 | 7 | 13 | 6 | 7 | 63 | \$25,011.89 | \$399.66 |
| Nashua | 712 | 301 | 340 | 471 | 459 | 2283 | \$1,031,509.53 | \$451.81 |
| Nelson | 2 | 1 | 3 | 4 | 2 | 13 | \$5,590.41 | \$447.23 |
| New Boston | 20 | 7 | 8 | 6 | 4 | 45 | \$19,934.49 | \$442.17 |
| New Castle | | | | | | 1 | \$179.38 | \$179.38 |
| New Durham | 10 | 7 | 6 | 10 | 2 | 36 | \$15,584.47 | \$433.91 |
| New Hampton | 14 | 7 | 10 | 6 | 8 | 44 | \$20,557.04 | \$463.69 |
| New Ipswich | 26 | 13 | 20 | 12 | 11 | 82 | \$33,062.52 | \$401.98 |
| New London | 8 | 4 | 4 | 5 | 2 | 22 | \$7,868.07 | \$360.37 |
| Newbury | 15 | 8 | 3 | 3 | 3 | 32 | \$9,791.94 | \$306.80 |
| Newfields | | | | | | 9 | \$5,218.75 | \$554.20 |
| Newington | | | | | | 7 | \$3,242.61 | \$492.55 |
| Newmarket | 52 | 23 | 34 | 36 | 27 | 172 | \$73,823.58 | \$428.58 |
| Newport | 110 | 57 | 62 | 79 | 71 | 378 | \$176,044.33 | \$465.32 |
| Newton | 12 | 6 | 9 | 9 | 5 | 41 | \$11,528.34 | \$279.47 |
| North Hampton | 20 | 7 | 6 | 2 | 3 | 38 | \$12,205.06 | \$324.75 |
| Northfield | 54 | 21 | 20 | 17 | 11 | 123 | \$45,138.29 | \$366.98 |
| Northumberland | 56 | 30 | 27 | 36 | 17 | 166 | \$63,584.98 | \$382.85 |
| Northwood | 40 | 16 | 13 | 10 | 11 | 90 | \$33,054.18 | \$365.91 |
| Nottingham | 26 | 7 | 11 | 5 | 3 | 53 | \$15,526.29 | \$291.57 |
| Orange | | | | | | 3 | \$1,525.18 | \$571.94 |
| Orford | 5 | 2 | 3 | 3 | 1 | 14 | \$5,416.37 | \$401.21 |
| Ossipee | 70 | 36 | 48 | 50 | 40 | 243 | \$109,089.79 | \$449.70 |
| Pelham | 43 | 17 | 18 | 18 | 14 | 110 | \$49,499.42 | \$452.05 |
| Pembroke | 50 | 26 | 34 | 27 | 24 | 160 | \$61,098.67 | \$381.07 |
| Peterborough | 50 | 29 | 23 | 14 | 27 | 143 | \$58,402.31 | \$409.36 |
| Piermont | 3 | 3 | 3 | 1 | 3 | 13 | \$4,503.31 | \$360.26 |
| Pittsburg | 9 | 8 | 8 | 10 | 4 | 39 | \$17,815.09 | \$451.97 |

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| | <75% FPG | 76-100% FPG | 101-125% FPG | 126-150% FPG | 150-200% FPG | Total | Benefits | Average |
|---------------|----------|-------------|--------------|--------------|--------------|-------|--------------|----------|
| Pittsfield | 34 | 28 | 36 | 23 | 28 | 149 | \$68,741.33 | \$461.09 |
| Plainfield | 11 | 6 | 3 | 2 | 3 | 25 | \$8,027.05 | \$316.86 |
| Plaistow | 51 | 14 | 23 | 17 | 10 | 114 | \$23,399.30 | \$204.96 |
| Plymouth | 39 | 21 | 29 | 42 | 29 | 160 | \$67,937.09 | \$425.27 |
| Portsmouth | 99 | 51 | 59 | 102 | 89 | 400 | \$159,556.02 | \$398.47 |
| Randolph | | | | | | 8 | \$2,644.19 | \$334.00 |
| Raymond | 144 | 62 | 50 | 42 | 45 | 342 | \$135,068.89 | \$395.32 |
| Richmond | 10 | 2 | 2 | 3 | 5 | 22 | \$9,240.23 | \$428.12 |
| Rindge | 36 | 14 | 18 | 14 | 12 | 94 | \$35,809.11 | \$379.60 |
| Rochester | 344 | 193 | 208 | 248 | 171 | 1165 | \$534,923.20 | \$459.26 |
| Rollinsford | 11 | 6 | 5 | 6 | 2 | 29 | \$11,763.14 | \$403.31 |
| Roxbury | | | | | | 8 | \$2,639.87 | \$337.00 |
| Rumney | 13 | 2 | 9 | 8 | 6 | 37 | \$17,772.74 | \$476.06 |
| Rye | 14 | 4 | 0 | 2 | 7 | 27 | \$10,683.55 | \$392.06 |
| Salem | 185 | 76 | 68 | 67 | 46 | 441 | \$152,362.98 | \$345.49 |
| Salisbury | 8 | 6 | 4 | 1 | 3 | 22 | \$4,504.69 | \$203.99 |
| Sanbornton | 18 | 10 | 8 | 3 | 7 | 46 | \$17,177.67 | \$373.43 |
| Sandown | 34 | 9 | 14 | 11 | 8 | 75 | \$28,692.19 | \$382.99 |
| Sandwich | 7 | 2 | 6 | 7 | 1 | 23 | \$10,323.50 | \$452.12 |
| Seabrook | 122 | 48 | 77 | 83 | 60 | 390 | \$95,732.56 | \$245.52 |
| Sharon | | | | | | 3 | \$2,036.40 | \$610.92 |
| Shelburne | 4 | 3 | 3 | 0 | 1 | 11 | \$2,742.53 | \$247.45 |
| Somersworth | 90 | 52 | 63 | 59 | 59 | 323 | \$154,258.36 | \$477.58 |
| South Hampton | | | | | | 9 | \$1,269.32 | \$147.88 |
| Springfield | 12 | 5 | 3 | 5 | 5 | 30 | \$10,353.51 | \$349.98 |
| Stark | 7 | 5 | 7 | 5 | 6 | 30 | \$12,648.64 | \$428.77 |
| Stewartstown | 15 | 14 | 13 | 5 | 11 | 59 | \$23,558.63 | \$402.14 |
| Stoddard | 11 | 4 | 7 | 6 | 3 | 31 | \$13,390.80 | \$433.13 |
| Strafford | 18 | 5 | 4 | 4 | 6 | 36 | \$15,163.95 | \$420.25 |
| Stratford | 15 | 13 | 16 | 23 | 20 | 87 | \$41,259.53 | \$471.99 |
| Stratham | 10 | 3 | 6 | 6 | 4 | 29 | \$7,160.55 | \$251.25 |
| Sugar Hill | 4 | 1 | 3 | 3 | 1 | 11 | \$3,456.28 | \$314.21 |
| Sullivan | 9 | 4 | 3 | 3 | 2 | 21 | \$8,145.18 | \$381.81 |
| Sunapee | 17 | 9 | 4 | 7 | 9 | 45 | \$20,911.62 | \$460.44 |
| Surry | 8 | 4 | 4 | 3 | 3 | 23 | \$10,271.08 | \$453.14 |
| Sutton | 7 | 4 | 2 | 3 | 0 | 15 | \$5,248.08 | \$346.03 |
| Swanzy | 90 | 34 | 50 | 49 | 41 | 265 | \$114,900.59 | \$433.59 |
| Tamworth | 54 | 28 | 26 | 31 | 22 | 162 | \$64,595.87 | \$399.56 |
| Temple | 12 | 4 | 4 | 1 | 6 | 27 | \$11,439.76 | \$430.34 |
| Thornton | 17 | 4 | 11 | 13 | 8 | 52 | \$25,013.70 | \$477.21 |
| Tilton | 53 | 23 | 28 | 23 | 18 | 144 | \$53,791.72 | \$373.55 |
| Troy | 36 | 12 | 17 | 28 | 19 | 113 | \$54,438.22 | \$483.18 |
| Tuftonboro | 21 | 15 | 13 | 12 | 3 | 65 | \$24,358.30 | \$377.65 |

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|---------------------|-------------|-------------|--------------|--------------|--------------|--------------|------------------------|------------------|
| Unity | 11 | 6 | 6 | 10 | 6 | 39 | \$19,129.54 | \$488.41 |
| Wakefield | 49 | 34 | 25 | 29 | 20 | 157 | \$63,816.68 | \$405.61 |
| Walpole | 19 | 8 | 8 | 12 | 10 | 56 | \$25,717.87 | \$456.53 |
| Warner | 24 | 12 | 14 | 13 | 13 | 75 | \$31,588.49 | \$419.78 |
| Warren | 10 | 14 | 6 | 11 | 5 | 45 | \$20,100.91 | \$442.59 |
| Washington | 16 | 7 | 5 | 2 | 5 | 36 | \$12,818.79 | \$352.81 |
| Weare | 50 | 23 | 20 | 18 | 13 | 124 | \$49,182.18 | \$397.70 |
| Webster | 8 | 2 | 3 | 2 | 4 | 18 | \$6,060.78 | \$339.86 |
| Wentworth | 11 | 4 | 6 | 4 | 5 | 29 | \$10,908.16 | \$379.41 |
| Wentworths Location | | | | | | 1 | \$234.36 | \$234.36 |
| Westmoreland | 6 | 3 | 3 | 2 | 4 | 18 | \$9,605.14 | \$533.62 |
| Whitefield | 32 | 19 | 20 | 17 | 16 | 104 | \$42,599.20 | \$408.63 |
| Wilmot | 10 | 2 | 6 | 2 | 8 | 28 | \$15,035.07 | \$540.18 |
| Wilton | 32 | 13 | 9 | 17 | 10 | 80 | \$27,816.73 | \$346.27 |
| Winchester | 78 | 40 | 44 | 44 | 50 | 256 | \$136,670.22 | \$533.00 |
| Windham | 21 | 12 | 6 | 9 | 4 | 52 | \$21,890.62 | \$418.96 |
| Windsor | | | | | | 5 | \$2,412.55 | \$507.91 |
| Wolfeboro | | | | | | 1 | \$873.69 | \$873.69 |
| Woodstock | 18 | 9 | 13 | 8 | 7 | 55 | \$22,536.53 | \$410.38 |
| Totals | 9922 | 4597 | 5109 | 5651 | 4910 | 30189 | \$12,504,514.41 | \$ 414.21 |