



IN RE: PASCOAG UTILITY DISTRICT'S
2014 DEMAND SIDE MANAGEMENT
PROGRAM

DOCKET NO. 4452

ANSWERS TO COMMISSION'S SECOND SET OF DATA REQUESTS
DATED (November 19, 2013)

1. For each of the last 4 years, please provide the number of customers that have utilized the ENE energy hotline.

Answer provided by Harle Round:

Over the past four years the following number of customers have utilized the ENE energy hotline: 30 customers in 2010; 37 customers in 2011; 50 customers in 2012; and 28 customers so far in 2013. The District will be posting the toll free number on the Pascoag Utility District's Facebook page and website. The District believes that the calls will greatly increase in 2014 due to the proposed rate increase. The hotline is a great resource for information when customers need answers on energy related matters. The customer service representatives often refer customers to the hotline especially when customers are looking for technical assistance. When the cold weather sets in each year many of the inquiries are related to electric heaters. The professionals at ENE go into great detail when answering questions and if they can not resolve a question they often suggest an energy audit.

2. Pascoag's filing explains that each customer that has an audit receives 5 free CFL's. Pascoag also explains that it purchases CFL's and offers them to customers at a 50% discount. Has Pascoag considered providing LED bulbs with audits or purchasing LED bulbs and offering those to customers at some discounted rate?

Answer provided by Harle Round:

The District has looked into offering LED bulbs with audits but the cost of the LED's are still quite expensive. The average cost of an 11watt LED which is equivalent to a 60 watt incandescent bulb is 14 dollars. If the District offered five LED bulbs the cost of the bulbs would be around \$70 per audit, where as the CFL's only cost \$10. The District has not purchased any LED light bulbs to resell at half price because of the cost. We do offer a rebate of 50% on LED bulbs and seven customers have taken advantage of the 50% rebate up to \$50 per service location.

3. Does Pascoag accept used (burnt out) CFL's from customers?

Answer provided by Harle Round:

The District continues to collect burnt out CFL's from our customers. We transport the bulbs to Home Depot where they are properly disposed of.

4. How many electric heating customers remain in Pascoag's service territory?

Answer provided by Harle Round:

The District estimates that there are around forty-five customers in the service territory that have electric heat.

5. Pascoag states that in the past several customers had converted from electric to oil heat as well as a customer that converted to geothermal heating. Pascoag also states that it currently has no firm commitments from customers wishing to convert. Has there been any feedback from the remaining electric heat customers regarding why they have chosen to not convert?

Answer provided by Harle Round:

The District has had feedback from the remaining customers. When the customers were poled one of the most common reasons for not converting is the cost to convert which can be between ten and twelve thousand dollars. In the past the District has offered up to \$2,000 to convert and only had a couple of customers who could afford to go ahead with the conversion. The other most common answer for not converting was the high cost of oil and it's instability. The geothermal heat is very expensive and would more than likely be installed in the new construction of a home rather than as a conversion.

6. Please provide an update on DPI and explain how kWh sales to DPI are handled in the 2014 budget.

Answer provided by Harle Round:

The second phase of construction for the DPI facility which is in National Grid's territory is moving along very slowly and the District believes that we will continue to service the facility on Davis Drive in Pascoag throughout 2014. The District has included the kWh sales from DPI in the fuel filing and in the DSM budget for 2014.