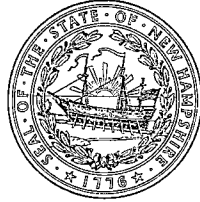


gbb

CHAIRMAN
Martin P. Honigberg

COMMISSIONERS
Kathryn M. Bailey
Michael S. Giaimo

EXECUTIVE DIRECTOR
Debra A. Howland



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PUBLIC UTILITIES COMMISSION

21 S. Fruit Street, Suite 10
Concord, N.H. 03301-2429

June 6, 2018

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, NH 03301

His Excellency and Honorable Councilors:

REQUESTED ACTION

Authorize the New Hampshire Public Utilities Commission (Commission) to enter into a Cooperative Project Agreement in the amount of \$68,802 with the University of New Hampshire Survey Center, Vendor #177867, to conduct a survey of the Commission's responsiveness to consumer inquiries. The agreement will run from Governor and Council approval through November 30, 2018. Funding is 100% Utility Assessment.

02-81-81-810010-28120000 Office of the Commissioner

| | FY2018 | Total |
|---------------------------------|-------------|-------------|
| 010-081-28120000-046-500464 | | |
| General Consultants Non-Benefit | \$68,802.00 | \$68,802.00 |

EXPLANATION

The Commission respectfully requests authority to enter into a Cooperative Project Agreement in an amount not to exceed \$68, 802 with the University of New Hampshire Survey Center. The Commission seeks to establish a benchmark for measuring the responsiveness of its Consumer Services and External Affairs Division to consumer inquiries. During a Performance Audit completed by the Office of Legislative Budget Assistant in April of 2012, the Commission agreed in part to an observation about conducting a periodic survey of customers who have filed informal complaints with the Commission. The Commission agreed that such a survey could provide useful feedback on the Commission's resolution process. Since the audit was performed, the division has reorganized into the Consumer Services and External Affairs Division and is now ready to undertake a survey to establish a benchmark for measuring the responsiveness of the division. The survey would measure how customers view their interactions with the division in the areas of the timeliness, professionalism, and adequacy and clarity of the response.

G&C 6/20/2018
Initials *MDH*
Date *6/6/18*

On April 17, 2018, the Commission issued a Request for Proposals (RFP) to develop and conduct a statistically valid survey of residential and commercial New Hampshire consumers who have contacted the Commission with questions regarding, or for assistance with, their utility service during the fiscal year which began July 1, 2017, and ends June 30, 2018. The Commission received five (5) responses to the RFP. While cost was considered, it was not the determining factor in the Commission's decision. The Commission considered the following criteria:

- Qualifications, technical expertise, knowledge and practical experience that the organization possesses.
Weighting: 35 out of 100
- Quality and extent of the bidder's experience and expertise in the area of communication and research for other utility commissions or regulatory agencies.
Weighting: 25 out of 100
- Cost of consulting services and expenses, including the competitive of the proposed hourly rates and any proposed discounts of other cost effective benefits.
Weighting: 20 out of 100
- Availability and accessibility of staff assigned to project.
Weighting: 10 out of 100
- Overall responsiveness to the requirements of the RFP.
Weighting: 10 out of 100

An evaluation team comprised of the Director of the Commission's Consumer Services and External Affairs Division, the Assistant Director of the Commission's Consumer Services and External Affairs Division, and the Director of the Commission's Regulatory Innovation and Strategy Division reviewed the RFP responses. The bid responses were scored using the selection criteria and weighting identified in the RFP. The University of New Hampshire Survey Center (UNHSC) was the highest scoring bid. The bid rankings are shown in the table below.

| Rank | Score | Bidder |
|-------------|--------------|---|
| 1 | 89 | The University of New Hampshire Survey Center |
| 2 | 87 | Issues and Answers Network, Inc. |
| 3 | 83 | ICF Macro, Inc. |
| 4 | 73 | Portland Research Group |
| 5 | 70 | DHInfrastructure |

The UNHSC is an experienced survey group familiar with and to New Hampshire consumers. The UNHSC offered the Commission the most flexibility in survey design as well as the most robust sample size. The iterative questionnaire process and multi-mode survey approach will ensure the questionnaire measures those areas of most importance to the Commission using questions reflective of the work processes of the Consumer Services and External Affairs Division.

Respectfully submitted,



Martin P. Honigberg
Chairman

COOPERATIVE PROJECT AGREEMENT

between the

STATE OF NEW HAMPSHIRE, PUBLIC UTILITIES COMMISSION

and the

University of New Hampshire of the UNIVERSITY SYSTEM OF NEW HAMPSHIRE

- A. This Cooperative Project Agreement (hereinafter "Project Agreement") is entered into by the State of New Hampshire, **Public Utilities Commission**, (hereinafter "State"), and the University System of New Hampshire, acting through **University of New Hampshire**, (hereinafter "Campus"), for the purpose of undertaking a project of mutual interest. This Cooperative Project shall be carried out under the terms and conditions of the Master Agreement for Cooperative Projects between the State of New Hampshire and the University System of New Hampshire dated November 13, 2002, except as may be modified herein.
- B. This Project Agreement and all obligations of the parties hereunder shall become effective on the date the Governor and Executive Council of the State of New Hampshire approve this Project Agreement ("Effective date") and shall end on **2/28/19**. If the provision of services by Campus precedes the Effective date, all services performed by Campus shall be performed at the sole risk of Campus and in the event that this Project Agreement does not become effective, State shall be under no obligation to pay Campus for costs incurred or services performed; however, if this Project Agreement becomes effective, all costs incurred prior to the Effective date that would otherwise be allowable shall be paid under the terms of this Project Agreement.
- C. The work to be performed under the terms of this Project Agreement is described in the proposal identified below and attached to this document as Exhibit A, the content of which is incorporated herein as a part of this Project Agreement.

Project Title: Survey of Residential and Commercial Customers Regarding Interactions with the Consumer Services Division of the Public Utilities Commission

- D. The Following Individuals are designated as Project Administrators. These Project Administrators shall be responsible for the business aspects of this Project Agreement and all invoices, payments, project amendments and related correspondence shall be directed to the individuals so designated.

State Project Administrator

Name: Eunice Landry
 Address: NH PUC
23 S. Fruit St Suite 10.
Concord, NH 03301

Phone: 603-274-2431

Campus Project Administrator

Name: Dianne Hall
 Address: University of New Hampshire
Sponsored Programs Administration
51 College Rd. Rm 116
Durham, NH 03824

Phone: 603-862-1942

- E. The Following Individuals are designated as Project Directors. These Project Directors shall be responsible for the technical leadership and conduct of the project. All progress reports, completion reports and related correspondence shall be directed to the individuals so designated.

State Project Director

Name: Amanda Noonan
 Address: NH PUC
23 S. Fruit St. Suite 10
Concord, NH 03301

Phone: 603-274-2431

Campus Project Director

Name: Andrew Smith
 Address: UNH
Survey Center
9 Madbury Rd.
Durham, NH 03724

Phone: 603-62-2226

F. Total State funds in the amount of \$68,802 have been allotted and are available for payment of allowable costs incurred under this Project Agreement. State will not reimburse Campus for costs exceeding the amount specified in this paragraph.

Check if applicable

Campus will cost-share _____ % of total costs during the term of this Project Agreement.

Federal funds paid to Campus under this Project Agreement are from Grant/Contract/Cooperative Agreement No. _____ from _____ under CFDA# _____. Federal regulations required to be passed through to Campus as part of this Project Agreement, and in accordance with the Master Agreement for Cooperative Projects between the State of New Hampshire and the University System of New Hampshire dated November 13, 2002, are attached to this document as Exhibit B, the content of which is incorporated herein as a part of this Project Agreement.

G. Check if applicable

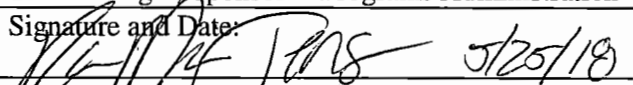
Article(s) _____ of the Master Agreement for Cooperative Projects between the State of New Hampshire and the University System of New Hampshire dated November 13, 2002 is/are hereby amended to read:

H. State has chosen **not to take** possession of equipment purchased under this Project Agreement.
 State has chosen **to take** possession of equipment purchased under this Project Agreement and will issue instructions for the disposition of such equipment within 90 days of the Project Agreement's end-date. Any expenses incurred by Campus in carrying out State's requested disposition will be fully reimbursed by State.

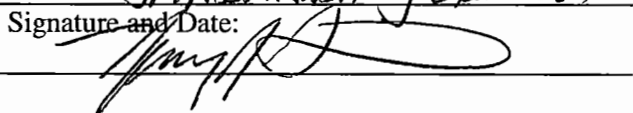
This Project Agreement and the Master Agreement constitute the entire agreement between State and Campus regarding this Cooperative Project, and supersede and replace any previously existing arrangements, oral or written; all changes herein must be made by written amendment and executed for the parties by their authorized officials.

IN WITNESS WHEREOF, the University System of New Hampshire, acting through the **University of New Hampshire** and the State of New Hampshire, **Public Utilities Commission** have executed this Project Agreement.

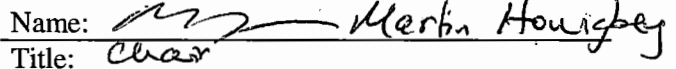
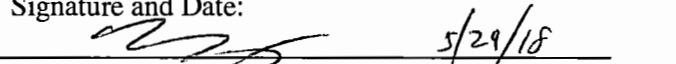
**By An Authorized Official of:
University of New Hampshire**

Name: Karen M. Jensen
Title: Manager, Sponsored Programs Administration
Signature and Date:  5/25/18

**By An Authorized Official of: the New
Hampshire Office of the Attorney General**

Name: Nancy J. Smith
Title: Sr. Asst. Attorney General
Signature and Date: 

**By An Authorized Official of:
Public Utilities Commission**

Name:  Martin Howigbey
Title: Chair
Signature and Date:  5/29/18

**By An Authorized Official of: the New
Hampshire Governor & Executive Council**

Name: _____
Title: _____
Signature and Date: _____

EXHIBIT A

- A. Project Title:** Survey of Residential and Commercial Customers Regarding Interactions with the Consumer Services Division of the Public Utilities Commission
- B. Project Period:** G&C approval - February 28, 2019
- C. Objectives:** The Commission would like to establish a benchmark for measuring the responsiveness of its Consumer Services Division to consumer inquiries. Specifically, the Commission would like to know how customers view their interactions with the Consumer Services Division as they relate to the following:
 - The timeliness of the response;
 - The professionalism of the response and the interaction;
 - The adequacy and clarity of the response; and
 - Any correlation between customer satisfaction and the reason for the inquiry.

The general scope and purpose of services to be provided by the consultant(s) are as follows:

1. The campus will work closely with the State to construct a survey of residential and commercial customers in New Hampshire that have interacted with the Consumer Services Division to collect data regarding the items listed above;
2. Develop a statistically valid sample size to provide a 95% confidence level and a confidence interval of +/- 2.5%;
3. Conduct survey and compile survey data and provide a report which would include, at a minimum, an executive summary that highlights findings and conclusions, the mean response by question, cross tabs by utility, reason for contact, gender, income, age, and housing status, and detailed findings in tabular, graphic and narrative format;
4. Submit a draft report for review no later than October 31, 2018. The final report shall be received by the Commission no later than November 15, 2018.

- D. Scope of Work:** refer to Objectives above
- E. Deliverables Schedule:** A draft report will be submitted for review no later than October 31, 2018. The final report shall be received by the Commission no later than November 15, 2018.
- F. Budget and Invoicing Instructions:** Campus will submit its first invoice on regular Campus invoice form for \$34,401 at the time of G&C approval. Subsequent invoice for remaining balance due, based on the agreed upon survey time below, shall be submitted within 30 days of project end date. State will pay Campus within 30 days of receipt of each invoice.

| | 10 – Minute | 13 – Minute | 15 – Minute |
|------------------------------|--------------------|--------------------|--------------------|
| Direct Costs: | \$35,982.90 | \$43,436.49 | \$50,890.08 |
| F&A (35.2%): | \$12,665.98 | \$15,289.64 | \$17,913.31 |
| TOTAL PROJECT COST | \$48,648.88 | \$58,726.13 | \$68,803.39 |
| Cost per completed interview | \$32.43 | \$39.15 | \$45.87 |