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FOR IMMEDIATE RELEASE

CONSUMER NOTICE: KEYSpan CUSTOMERS TO RECEIVE CREDIT

Today the Public Utilities Commission approved a settlement agreement between KeySpan, the Staff of the Public Utilities Commission (PUC) and the Office of Consumer Advocate (OCA) to correct over-billing by the company between 2001 and 2007. As a result, all KeySpan customers of record as of March 31, 1997, will receive a one-time credit to refund overcharges for the period between May of 2001 through February of this year. The credit will appear on bills as an "allowance," and the average residential heating customer who purchased gas for the 12 months ending March 31, 2007 (using approximately 1200 therms over the last year) is expected to receive approximately \$35.00 in May.

The PUC opened a docket to review potential over-charges to investigate KeySpan's thermal billing practices in response to a PUC staff report. The investigation revealed that KeySpan had changed the way it was measuring the heat content of gas in May 2001, which resulted in KeySpan customers being over billed since that time. Although this over-billing had only a small impact on the average customer (a little less than ½ of 1% of the total average residential bill), the cumulative effect amounted to approximately \$2.2 million over the six year period.

The settlement agreement calls for a refund of \$3,076,708 to all customers, which includes over \$800,000 in interest on the over-billed funds at 9.83%. KeySpan also agreed to make a contribution of \$200,000 to the company's Low Income Energy Efficiency programs, to be used in conjunction with Federal Weatherization funds, to assist low-income customers with energy efficiency improvements. For more information on those programs, contact your local Community Action Agency.

If you have any questions about this credit, please contact KeySpan at 1-800-262-4111. You may also contact the NHPUC at 1-800-852-3793 or the OCA at 603-271-1172.

KeySpan Energy offers Efficiency Programs for all customers. To learn more about KeySpan's programs, visit www.keyspanenergy.com/pshome/energy/saving_nh_kednh.jsp. To purchase energy-saving products online, visit www.keyspansaves.com. KeySpan customers are eligible for discount and rebates for many cost-effective energy efficiency programs and products that can reduce your bill.

The OCA is an independent state agency representing the interests of New Hampshire's residential utility ratepayers.