



**COMMUNITY  
POWER COALITION  
OF NEW HAMPSHIRE**

## BOARD OF DIRECTORS – APPROVED MINUTES

Meeting Type: **Meeting of the Board of Directors**  
Meeting Location: **14 Dixon Ave., Suite 201, Concord, NH 03301**  
Meeting Date: **Friday, March 16, 2023**  
Meeting Time: **Noticed for 9:30AM @ CPCNH.org & Lebanon City Hall**

### **AGENDA**

1. Welcome & Roll Call, agenda check
2. Approve Minutes of 3/3 & 3/10/23 Board Meetings (Action Item)
3. Welcome & Admit as our 29th and 30th Members the City of Berlin and Town of Randolph (Action Item)
4. Chair's Report
5. Member Operations & Engagement Committee Update  
STATUS REPORT from Calpine Energy Solutions
6. Risk Management Committee Update  
STATUS REPORT from Ascend Analytics
7. Regulatory and Legislative Affairs Committee Update
8. Treasurer's Report
9. CEO & Staff Search Committee Update (Action Item)  
Motion to enter Nonpublic Session pursuant to RSA 91-A:3, II(b), concerning the hiring of any person as a public employee.  
Nonpublic Session – see separate meeting invitation  
Return to Public Session
10. Discuss Board Elections at Annual Membership Meeting  
Review results of Board & Committee Survey  
Set number of Board Members to be Elected (Action Item)  
Additional process for candidates for Board
11. Discuss Annual Membership Meeting Agenda  
Potential JPA Amendments – e.g. Committee membership
12. Other business, questions, & reflections
13. Adjournment



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### MINUTES

#### 1. Welcome & Roll Call, agenda check

Chair Clifton Below called the meeting to order at 9:33am. Twenty-one of twenty-eight Members were represented.

Member	Director	Present/Absent	Alternate	Present/Absent
Boscawen	Charlie Niebling	Present virtually	Ed Cherian	
Brentwood	Rick Labrecque	Present virtually	Bob Radlinski	Present virtually
Canterbury	Kent Ruesswick	Absent	Howard Moffett	Present virtually
Cheshire County	Terry Clark	Absent	Chris Coates	Absent
Dover	Jackson Kaspari	Present	Bill Baber	Present virtually
Durham	Mandy Merrill	Absent	Nat Balch	Absent
Enfield	Kimberly Quirk	Present virtually	Jo-Ellen Courtney	Present
Exeter	Nick Devonshire	Absent	Julie Gilman	Absent
Hancock	Jim Callihan	Absent	Robbie Hertnecky	Absent
Hanover	April Salas	Present virtually	Peter Kulbacki	Present virtually
Harrisville	Andrea Hodson	Present virtually	Andrew Maneval	Present virtually
Hudson	Craig Putnam	Present	Kate Messner	
Lebanon	Clifton Below	Present	Greg Ames	
Nashua	Doria Brown	Present virtually	Deb Chisholm	Present virtually
Newmarket	Toni Weinstein	Absent	Steve Fournier	Absent
New London	Jamie Hess	Present	Robin Rainie-Lobacz	Present virtually
Peterborough	Steve Walker	Present virtually	Danica Melone	
Pembroke	Matt Miller	Present	Jackie Wengenroth	Present virtually
Plainfield	Evan Oxenham	Present	Steve Ladd	
Portsmouth	Kevin Charette	Present	Peter Rice	
Rye	Lisa Sweet	Present	Howard Kalet	
Shelburne	Michael Prange	Absent	Ray Danforth	Absent
Sugar Hill	Jordan Applewhite	Absent	Margo Connors	Absent
Walpole	Paul Looney	Present virtually	Dennis Marcom	
Warner	Clyde Carson	Present virtually	George Packard	Present virtually
Webster	Martin Bender	Present	Dave Hemenway	Present virtually
Westmoreland	Mark Terry	Present virtually	John Snowdon	
Wilmot	William Chaisson	Present virtually		

Directors and Alternates attending virtually noted it was not reasonably practicable for them to attend in person.

#### 2. Approve Minutes of 3/3 & 3/10/23 Board Meetings (Action Item)



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*Director Jackson Kaspari moved to approve the minutes of the 3/3/23 and 3/10/23 Board Meetings. Vice Chair Kevin Charette seconded. Director Jamie Hess moved to amend to minutes to include New London Alternate Robin Rainie-Lobacz in the roster and rollcall vote records. Alternate Bob Radlinski of Brentwood called for correction to the spelling of Radlinski in the minutes. Motion Mover Kaspari and Seconder Charette accepted the motion amendment and minutes corrections. Hearing no objection, Chair Below declared the minutes approved by unanimous consent, including the requested corrections.*

### 3. Welcome & Admit as our 29th and 30th Members the City of Berlin and Town of Randolph (Action Item)

*Director Sweet moved to welcome and admit as the Coalition's 29<sup>th</sup> and 30<sup>th</sup> Members as the City of Berlin and the Town of Randolph. Alternate Howard Moffett seconded. Hearing no objection, Chair Below declared the motion adopted by unanimous consent.*

### 4. Chair's Report

Chair Below described the exciting activity of the past couple of days including the Nashua-hosted press conference on Monday and the dearth of associated news coverage.

### 5. Member Operations & Engagement Committee Update p. 18

Director Sweet described the Report and reminded Members of certain outstanding items including local governing body approvals of the amendment to the Joint Powers Agreement (JPA) from the 2022 Annual Meeting, outstanding Conflict of Interest statement acknowledgements.

Consultant Herndon described the disparity between (1) statewide interest from communities inquiring about CPCNH and expressing interest in becoming Members, and (2) CPCNH's current capacity to meet and respond to the interest from these communities and to fully resource the need to provide active, quality engagement to interested communities to bring them into the Coalition Membership. Consultant Herndon noted that Clean Energy NH (CENH) has been helpful in onboarding B-Fresh and otherwise supporting media engagement, and in preparing marketing materials for launching Members. Consultant Herndon encouraged the Board to prepare to quickly fill the current gap in capacity for engaging interested communities so CPCNH's scaling and potential could be quickly and fully realized.

Chair Below displayed the latest proof of the customer enrollment mailers which the Board proceeded to discuss.

Mr. Paul Soco of Calpine Energy Solutions provided a status report on retail readiness. Names and addresses have been provided to the print/mail shop to print notices by community and utility. With the data received, Calpine is working with utilities to improve data moving forward with new communities and with refreshed datasets for current launching Members. The Contact Center will go live on or around the same day notices are mailed. Calls to 1-866-603-POWR flow to an IVR (Interactive Voice Response) and then allow customers to speak to a Customer Service Representative (CSR). There is a call-back functionality if customers are on hold for more than 2.5 minutes, and every 2.5 minutes on hold there is a call-back option where customers can request a call-back. There are five dedicated CSRs and 5 of 6 are bilingual with Spanish and English. There are also translation services for 200+ additional languages. Agent training has been ongoing for several weeks, and the agents are not new to the work, although they have not yet worked in New Hampshire. Calpine is working



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with Consultant Herndon on talking points and scripting to customers. Agents are able to take opt-actions. CSRs can talk about billing related to Community Power supply billing. Questions about transmission and distribution and transmission and distribution billing are referred to utilities. There is a website, [www.CommunityPowerNH.gov](http://www.CommunityPowerNH.gov), which will have a self-service webform for customer elections and opts. Once notices have gone out and at least 30 days have elapsed, enrollment can commence. There is a schedule of enrollments by bill-cycle if needed. Utilities have a minimum lead-time of two business days to process enrollment requests. Walpole has meter reads at the tail end of April and beginning of May, and so are prioritized mailings, enrollment requests and processing. Calpine preforms shadow billing to ensure utilities are applying billing attributes correctly, comparing usage month-to-month, etc. When issues or errors arise, Calpine works with utilities to re-bill customers.

Vice Chair Charette complimented Calpine on the tremendous job they are doing and asked if Calpine would proactively communicate to the customer in the event of a billing error. Mr. Soco responded that because utilities are doing the billing, generally not. Vice Chair Charette asked, from experience, what are the types of issues CPCNH should expect during the go-live. Mr. Soco responded that issues stem from actual switch dates that occur because utilities have a number of days after or before scheduled meter reads to affect the switch. Utilities have to read the meter in time, and if they don't the customer may not switch on the requested or expected date. There are billing issues because customers are switching from "bundled" (Transmission, Distribution, Supply offered by one entity), and utilities may have to close out any billing issues that may be active with a particular customer account and a switch may not occur until after a utility has completed their billing. It is possible that some customers may not transferred for a few months because of an issue on the utility side. There could be electronic issues where data exchange between Calpine and utilities breaks, but Calpine has been speaking personally with utility counterparts and will attempt as possible to back-date enrollments to appropriate meter reads.

Director Miller asked about the systems, people, processes and what the top concerns for the systems might be, which parts of the system might not be ready. Mr. Soco responded that IVR is fully functional in that it can receive calls and transfer customers to CSRs and that webforms are functional. What keeps me up, said Mr. Soco, is the utility data sharing and interactions with the utilities. Calpine also wants to ensure that it has the appropriate information to answer questions from the public.

### **6. Risk Management Committee Update**

Risk Management Chair Matt Miller encouraged folks who are interested in joining the Risk Management Committee (RMC) to fill out the Board Election and Committee Survey.

Mr. Scott Wrigglesworth of Ascend Analytics provided a status report. CPCNH is 90% hedged for the portfolio, and procured at a favorable price last week. Ascend is onboarding a staff person with robust retail and portfolio management experience, and this staff person will join the next RMC call. Ascend has prepared an evaluation on broker comparisons. Ascend's analysis anticipates savings of 3% over the term of the broker contract, and there is risk it will cost customers more over the term.

### **7. Regulatory and Legislative Affairs Committee Update**

### **8. Treasurer's Report**

### **9. CEO & Staff Search Committee Update (Action Item)**



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*Vice Chair Charette moved motion to enter Nonpublic Session pursuant to RSA 91-A:3, II(b), concerning the hiring of any person as a public employee. Director Brown seconded. Motion carried unanimously 21-0 on a rollcall vote with one abstention. The Board entered non-public session at 10:58am.*

Member	Director	Vote	Alternate	Vote
Berlin	Jeffrey Quackenbush	Abstain	Henry Noel	
Boscawen	Charlie Niebling	Y	Ed Cherian	
Brentwood	Rick Labrecque		Bob Radlinski	Y
Canterbury	Kent Ruesswick		Howard Moffett	
Cheshire County	Terry Clark		Chris Coates	
Dover	Jackson Kaspari	Y	Bill Baber	
Durham	Mandy Merrill		Nat Balch	
Enfield	Kimberly Quirk	Y	Jo-Ellen Courtney	
Exeter	Nick Devonshire		Julie Gilman	
Hancock	Jim Callihan		Robbie Hertnecky	
Hanover	April Salas	Y	Peter Kulbacki	
Harrisville	Andrea Hodson	Y	Andrew Maneval	
Hudson	Craig Putnam	Y	Kate Messner	
Lebanon	Clifton Below	Y	Greg Ames	
Nashua	Doria Brown	Y	Deb Chisholm	
Newmarket	Toni Weinstein		Steve Fournier	
New London	Jamie Hess	Y	Robin Rainie-Lobacz	
Peterborough	Steve Walker	Y	Michael Nadeau	
Pembroke	Matt Miller	Y	Jackie Wengenroth	
Plainfield	Evan Oxenham	Y	Steve Ladd	
Portsmouth	Kevin Charette	Y	Peter Rice	
Randolph	Kathleen Kelley	Y		
Rye	Lisa Sweet	Y	Howard Kalet	
Shelburne	Michael Prange		Ray Danforth	
Sugar Hill	Jordan Applewhite		Margo Connors	
Walpole	Paul Looney	Y	Dennis Marcom	
Warner	Clyde Carson		George Packard	Y
Webster	Martin Bender	Y	Dave Hemenway	
Westmoreland	Mark Terry	Y	John Snowdon	
Wilmot	William Chaisson	Y		

The Board met in nonpublic session to discuss the hiring of a person as a public employee.



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*Director Brown moved to leave nonpublic session and to return to public session. Director Sweet seconded. Hearing no objection Chair Below declared the motion adopted by unanimous consent at 11:41am. After a three-minute break, the public session reopened at 11:45pm.*

*Director Miller moved to seal the minutes because it was determined that divulgence of the information likely would render a proposed action ineffective. Director Hess seconded. Motion carried unanimously on a rollcall vote 18-0.*

Member	Director	Vote	Alternate	Vote
Berlin	Jeffrey Quackenbush		Henry Noel	
Boscawen	Charlie Niebling		Ed Cherian	
Brentwood	Rick Labrecque		Bob Radlinski	Y
Canterbury	Kent Ruesswick		Howard Moffett	Y
Cheshire County	Terry Clark		Chris Coates	
Dover	Jackson Kaspari	Y	Bill Baber	
Durham	Mandy Merrill		Nat Balch	
Enfield	Kimberly Quirk	Y	Jo-Ellen Courtney	
Exeter	Nick Devonshire		Julie Gilman	
Hancock	Jim Callihan		Robbie Hertnecky	
Hanover	April Salas		Peter Kulbacki	
Harrisville	Andrea Hodson	Y	Andrew Maneval	
Hudson	Craig Putnam	Y	Kate Messner	
Lebanon	Clifton Below	Y	Greg Ames	
Nashua	Doria Brown	Y	Deb Chisholm	
Newmarket	Toni Weinstein		Steve Fournier	
New London	Jamie Hess	Y	Robin Rainie-Lobacz	
Peterborough	Steve Walker	Y	Michael Nadeau	
Pembroke	Matt Miller	Y	Jackie Wengenroth	
Plainfield	Evan Oxenham	Y	Steve Ladd	
Portsmouth	Kevin Charette	Y	Peter Rice	
Randolph	Kathleen Kelley	Y		
Rye	Lisa Sweet	Y	Howard Kalet	
Shelburne	Michael Prange		Ray Danforth	
Sugar Hill	Jordan Applewhite		Margo Connors	
Walpole	Paul Looney	Y	Dennis Marcom	
Warner	Clyde Carson		George Packard	Y
Webster	Martin Bender	Y	Dave Hemenway	
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### 10. Discuss Board Elections at Annual Membership Meeting

The Board reviewed the results of Board & Committee Survey which showed strong interest from many individuals to commit time to participating on the Board and on one or two committees. Currently 13 individuals have responded that they desire to serve on the Board, but this is not definitive as not necessarily everyone has responded to the survey.

The Board discussed the standing up of an Audit Committee and a Governance Committee in addition to the other standing committees.

It was noted the Annual meeting is in 5 weeks and 1 day, and primary officers of all Members must be noticed of the Annual Meeting date, time, location, and agenda 30 days in advance. Proposed amendments to the JPA will be shared at least 14 days prior to the meeting. The Executive Committee could meet in the next few weeks to firm up proposed amendments, primarily clarifying committee membership. Because the Treasurer role is a significant responsibility, discussion of sharing the Treasurer’s role by creating a Deputy Treasurer position has occurred, and Director Clyde Carson of Warner, who is the Finance Director for Warner, has indicated willingness to support the Treasurer duties.

The Board discussed Board size.

***Director Brown moved to set the number of Board Directors elected as up to 20. Director Hess seconded.***

The Board discussed the tradeoffs between maximizing efficiency of meetings with a smaller Board and maximizing community and member engagement with a larger Board. The Board discussed opening up committees to Member participation, holding multiple Membership Meetings each year (for example in October as well as April) as ways to maximize community and member engagement. Director Kathleen Kelley of Randolph described the regional Androscoggin Valley Energy Collaborative which allows Shelburne, Randolph, Berlin and other towns to work as a unit, and that it would be important to have someone from Androscoggin and Coös County on the Board. Director Sweet observed that there is a minimum of 17 Committee seats. Consultant Herndon noted there are 17 Directors and 5 Alternates currently serving on Committees. Vice Chair Charette noted that the Board will become less operational after launch, and it will change in the coming months and years with an executive on board and some direct report staff to that executive, which will increase the efficiency of the Board.

***Director Hodson moved to amend the main motion to increase the size of to Board to up to 21 seats. Director Miller seconded. The amended motion failed to carry on a rollcall vote 4-12.***

Member	Director	Vote	Alternate	Vote
Berlin	Jeffrey Quackenbush		Henry Noel	
Boscawen	Charlie Niebling		Ed Cherian	
Brentwood	Rick Labrecque		Bob Radlinski	
Canterbury	Kent Ruesswick		Howard Moffett	N
Cheshire County	Terry Clark		Chris Coates	
Dover	Jackson Kaspari	Y	Bill Baber	



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Durham	Mandy Merrill		Nat Balch	
Enfield	Kimberly Quirk	N	Jo-Ellen Courtney	
Exeter	Nick Devonshire		Julie Gilman	
Hancock	Jim Callihan		Robbie Hertnecky	
Hanover	April Salas		Peter Kulbacki	
Harrisville	Andrea Hodson		Andrew Maneval	
Hudson	Craig Putnam	N	Kate Messner	
Lebanon	Clifton Below	N	Greg Ames	
Nashua	Doria Brown	N	Deb Chisholm	
Newmarket	Toni Weinstein		Steve Fournier	
New London	Jamie Hess	N	Robin Rainie-Lobacz	
Peterborough	Steve Walker		Michael Nadeau	
Pembroke	Matt Miller	Y	Jackie Wengenroth	
Plainfield	Evan Oxenham	N	Steve Ladd	
Portsmouth	Kevin Charette	Y	Peter Rice	
Randolph	Kathleen Kelley	Y		
Rye	Lisa Sweet	N	Howard Kalet	
Shelburne	Michael Prange		Ray Danforth	
Sugar Hill	Jordan Applewhite		Margo Connors	
Walpole	Paul Looney	N	Dennis Marcom	
Warner	Clyde Carson		George Packard	N
Webster	Martin Bender	N	Dave Hemenway	
Westmoreland	Mark Terry	N	John Snowdon	
Wilmot	William Chaisson			

*The main motion carried unanimously on a rollcall vote 17-0.*

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Berlin	Jeffrey Quackenbush		Henry Noel	
Boscawen	Charlie Niebling		Ed Cherian	
Brentwood	Rick Labrecque		Bob Radlinski	Y
Canterbury	Kent Ruesswick		Howard Moffett	Y
Cheshire County	Terry Clark		Chris Coates	
Dover	Jackson Kaspari	Y	Bill Baber	
Durham	Mandy Merrill		Nat Balch	
Enfield	Kimberly Quirk	Y	Jo-Ellen Courtney	
Exeter	Nick Devonshire		Julie Gilman	
Hancock	Jim Callihan		Robbie Hertnecky	





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Harrisville	Andrea Hodson		Andrew Maneval	
Hudson	Craig Putnam	Y	Kate Messner	
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Warner	Clyde Carson		George Packard	Y
Webster	Martin Bender	Y	Dave Hemenway	
Westmoreland	Mark Terry	Y	John Snowdon	
Wilmot	William Chaisson			

11. Discuss Annual Membership Meeting Agenda
12. Other business, questions, & reflections
13. Adjournment

*Director Putnam moved to adjourn. Secretary Oxenham seconded. Hearing no objection, Chair Below declared the meeting adjourned at 12:41pm.*