

**CONSUMER ADVOCATE
RESIDENTIAL RATEPAYERS ADVISORY BOARD ROSTER**

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Claira Monier, Chair

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term expires 07/2017 pursuant to RSA 363:28-a

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term expires 08/30/2018 pursuant to RSA 363:28-a

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Dana Nute

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term expires 01/05/2018 pursuant to RSA 363:28-a

Jim O'Brien

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Representing Environmental Concerns

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term expires 07/2017 pursuant to RSA 363:28-a

The Office of Consumer Advocate (OCA) is an independent state agency with statutory responsibility dictated by [RSA 363.28](#).

The OCA represents residential customers of New Hampshire's regulated utilities - electric, natural gas, telephone and water.

The OCA is authorized to participate on behalf of residential consumer interests in proceedings before the New Hampshire Public Utilities Commission (PUC), and other state regulators, federal regulators and in the courts.

The OCA's mission is to advocate for reasonably priced, safe and reliable utility services.

While interested in patterns of rate or service problems, the OCA is not authorized to represent individuals in complaints with utilities. Rather, the Consumer Affairs Division of the PUC mediates individual complaints about regulated utilities. Contact Consumer Affairs at 271-2431.

OCA Staff E-Mail Addresses:

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RSA Section 363:28-a

Members shall serve 3-year terms. In the event of death or resignation of any member of the advisory board, the person or entity that made the original appointment shall appoint a successor, and the successor appointed to the vacancy shall serve for the remainder of the unexpired term. The members of the board shall receive no compensation but shall be entitled to reimbursement for mileage at the same rate provided for state employees.

The board shall elect annually a chairperson from among its membership.

The board shall receive administrative support from the office of the consumer advocate.

The board shall meet at least quarterly and at the call of the chairperson or 3 board members. The consumer advocate shall be present for all board meetings to inform the board of the actions of the office of the consumer advocate and to respond to the board's inquiries.

The board shall advise the consumer advocate on matters concerning residential ratepayers.

Prior to the expiration of the consumer advocate's term, the board shall recommend to the governor and council whether to reappoint the consumer advocate. If the board does not recommend reappointment or the governor and council do not accept the board's recommendation to reappoint, the board shall then recommend 3 persons to the governor and council to fill the position.