

Consumer Liaison Group Meeting Summary

September 11, 2025

Introduction

The **Consumer Liaison Group (CLG)** is a forum for sharing information between ISO New England (the ISO or ISO-NE) and electricity consumers in New England. The CLG meets quarterly and attracts a diverse group of attendees at each meeting. Meetings are free and open to the public. Participants generally include consumers and consumer representatives (including state consumer and ratepayer advocates), state business and industry associations, chambers of commerce, individual businesses, trade groups, nonprofit organizations, and other end users. Several New England Power Pool (NEPOOL) members and state regulators are also regular, active participants in CLG discussions.¹ CLG meetings generally follow the same format:

- **Opening remarks** from a representative of the CLG Coordinating Committee;
- **A representative from the ISO**, who provides an update on regional energy issues and initiatives that have or will be taking place at NEPOOL and ISO stakeholder meetings that can have an impact on electricity prices;
- **A keynote speech** typically from an industry or business executive, policymaker, or regulator—who provides a unique perspective on a particular topic or issue; and
- **A panel discussion**, often representing industry, the ISO, regulators, and consumer perspectives, facilitated by a moderator

The following is a brief summary of the meeting, which was hosted in a hybrid format – remotely and in-person in Manchester, New Hampshire – on **September 11, 2025**.

The Consumer Liaison Group Coordinating Committee (CLGCC) selects the topic and speakers. The meeting summary is intended to capture the general discussions that took place at the meeting; it does not necessarily reflect the views of the ISO or the CLGCC.

September 11: Affordability and Accountability: How the ISO and Power Generators Might Reshape Themselves for a Better Future

Meeting Objective: Examine what we can build to meet the demands of the moment and future

Opening Remarks:

Kendra Ford, New Hampshire ratepayer, CLGCC member (New Hampshire), welcomed meeting attendees and provided opening remarks. Ford introduced Kile Adumene for the community welcome.

Kile Adumene, Executive Director, Manchester Community Action Coalition, and adjunct faculty at Southern New Hampshire University, gave the community welcome. Adumene discussed the role of the Manchester Community Action Coalition and the importance of community engagement, in addition to highlighting the economic, health, and environmental impacts of climate change.

¹ NEPOOL is a group formed in 1971 by the region's private and municipal utilities to foster cooperation and coordination among the utilities in the six-state region for ensuring a dependable supply of electricity. Today, NEPOOL members are ISO stakeholders and market participants. More information is available at www.nepool.com.

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Keynote Address: Imagining a New RTO in New England

Ari Peskoe, Director, Electricity Law Initiative at Harvard Law School Environmental and Energy Law Program, provided keynote remarks. Peskoe provided an overview of the factors that contribute to ratepayer bills, the role of market participants in stakeholder processes, and the history of ISO/RTO governance structures and practices. Peskoe outlined his vision and priorities for a hypothetical new RTO in New England. According to Peskoe, a new RTO in New England should have technical expertise, proper financial and risk management, and a focus on innovation. With those priorities in mind, Pesko imagined such an RTO would continue to be structured as a 501(c)(3) nonprofit organization, but with an expanded board of directors, including Governor appointees, a ratepayer advocate, and members representing new technologies and existing asset owners. Additionally, he said such a structure should allow for ISO staff to direct FERC filings; give the states authority over resource adequacy; hold public stakeholder meetings; hold closed Board meetings with publicly available agendas and recorded votes; contract with an independent transmission monitor; make retail bill data more accessible; and fund a regional ratepayer advocate.

Panel Discussion: Affordability and Accountability: How the ISO and Power Generators Might Reshape Themselves for a Better Future

Don Kreis, New Hampshire Consumer Advocate and CLGCC co-chair (New Hampshire), moderated a panel discussion with **Sam Evans-Brown**, Executive Director of Clean Energy New Hampshire; **Henry Herndon**, Acting General Manager, Community Power Coalition of New Hampshire; **Kris Pastoriza**, Grassroots Activist from Easton, New Hampshire; and **Allison Bates Wannop**, Energy Lawyer and DER Advocate from Vermont.

Evans-Brown presented on the avenues for engaging with ISO-NE; the structure of ISO-NE stakeholder processes; the need to incorporate more variable resources and unlock demand flexibility to meet growing demand; and the role that transmission constraints are affecting development of new renewable generation.

Herdon [presented](#) on the mission and vision of the Community Power Coalition of New Hampshire, along with the need for public policy to direct public utility companies to animate retail markets, and the ability of state governments to incentivize demand response.

Pastoriza [presented](#) on her experience and concerns from engaging with transmission owners and ISO stakeholder bodies about the development of transmission infrastructure, including asset condition projects, in New Hampshire.

Bates Wannop [presented](#) on her work engaging with ISO/RTOs on integrating distributed energy resources under the FERC Order No. 2222 framework; barriers to incorporating demand response; and the role ISO/RTOs can play in help incentivizing the entrance of demand response and load flexibility.

A question and answer period followed and panelists answered questions related to the role of ISO-NE and the New England states in ensuring resource adequacy; the potential for creating a new ISO/RTO in Northern Maine; load flexibility and demand response, including how demand response participates in ISO New England's markets; and the possibility of additional compensation for owners of behind-the-meter solar.

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ISO New England Update

Anne George, vice president of external affairs and communications, provided the [ISO's regional update](#), which focused on ISO news and upcoming events, ISO markets, recent grid conditions, the ISO's 2026 budget, and key projects.

- News, Resources, & Events
 - In June, ISO-NE [announced](#) that President and CEO Gordon van Welie will retire, effective January 1, 2026. The ISO Board of Directors selected Dr. Vamsi Chadalavada, as his successor.
 - ISO-NE issued a [statement](#) on the Revolution Wind stop work order, saying in part that “delaying the project will increase reliability risks.”
 - On June 18, the ISO-NE Planning Advisory Committee (PAC) hosted a forum on Grid Enhancing Technologies (GETs). The materials can be found on the [PAC webpage](#).
 - On September 29, the ISO will host a [public webinar](#) on “New England’s Evolving Grid: An Overview of ISO New England’s 2024 Economic Study.”
 - The ISO Board of Directors will hold an [open board meeting](#) on November 5, which will also serve as the ISO’s 2025 [Regional System Plan](#) (RSP25) Public Meeting.
- Market Administration Update:
 - The Average Day-Ahead and Real-Time energy prices for July were \$70.27/MWh and \$60.26/MWh, respectively. Day-Ahead prices were higher than the previous month (up 61% from June 2025) and up 52% from the previous year (July 2024). Real-Time prices were also higher compared to the previous month (up 27% from June 2025) and higher than the previous year (up 41% from July 2024). Average Real-Time Load was down 1% year-over-year, and up 18% compared to last month.
 - The average natural gas price in July was \$4.30/MMBtu, up 49% from \$2.89/MMBtu in June 2025 and up year-over-year (134% higher than July 2024).
- Grid Operation Update:
 - George provided an update on the June 24 grid event when demand peaked at 26,024 MW – the highest level in the region since 2013.
 - Approximately 2,500 MW of generating capability was unavailable, causing the region to fall short of operating reserve requirements. System operators took measures to maintain the reliable flow of electricity.
 - Behind-the-meter PV reduced the peak on that day by approximately 2,000 MW.
- 2026 Budget Update
 - George provided an update on the ISO’s proposed 2026 operating and capital budgets. The 2026 operating budget is projected to be \$281.8 million (8% higher than 2025). The 2026 capital budget is projected to be \$42.5 million (no change from 2025). The NEPOOL Participants Committee and ISO Board will vote on the budgets in October before ISO files them with the Federal Energy Regulatory Commission (FERC).
- System Planning Update:
 - George provided an update on the [Longer-Term Transmission Planning](#) RFP. ISO issued a draft RFP for comment on March 14, with the deadline for proposals to be submitted at the end of September.

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- George discussed the exploration of an [asset condition reviewer](#) role at the ISO. The new role is envisioned to provide an independent review and opinion of asset condition projects submitted for review by the Transmission Owners. The ISO expects to provide an update at the Planning Advisory Committee meeting on October 23.

A question and answer period followed. George responded to questions regarding the role of demand response during the June 24 grid event; the status of the ISO's capacity auction reforms; the potential impact of new tariffs on the cost of electricity; the timing and format of CLG events and ISO webinars; how to engage in the ISO's stakeholder process; and how members of the ISO Board of Directors are selected.

Closing Remarks

Don Kreis, New Hampshire Consumer Advocate and CLGCC co-chair (New Hampshire), offered closing remarks and thanked everyone who helped to organize the CLG meeting. The next CLG meeting will be held on December 3 in Boston, MA.

A [recording](#) of the meeting can be found on the [CLG page](#) on the ISO website.