

**FINAL VERSION**  
**December 29, 2009**

## **Consumer Liaison Group**

### **ISO-NE**

#### **Purpose and Structure**

##### **I. Purpose**

The purpose of the Consumer Liaison Group (“CLG”) is to create a convenient and meaningful forum for the flow of information between ISO New England (“ISO-NE”) and those who ultimately use and pay for electricity in New England.

ISO-NE will benefit from direct communications with consumers and their representatives and develop a better understanding of consumer issues, needs and concerns relative to the electric system and its costs. In a similar manner, consumers and their representatives will gain a better understanding of ISO-NE’s issues.

The CLG will serve as a forum for consumers to:

- hear information on developments that have taken place or are going to take place at NEPOOL meetings and ISO-NE working groups, that will affect reliability and prices;
- solicit the views and information from ISO-NE and other sectors, including utilities, generators, and transmission;
- provide a means of communication to ensure that consumers and their advocates hear from ISO-NE’s senior management;
- examine and inquire about quantitative and qualitative information about cost impacts of proposed initiatives in the region

The CLG will serve as a forum for ISO-NE to:

- provide detailed information, on a regular and periodic basis, on developments that have taken place or are going to take place at NEPOOL meetings and ISO-NE working groups, especially those activities that will affect prices;
- solicit the views and information from consumers, consumer organizations, advocates, ratepayers on regional matters and issues that ISO-NE will be making decisions on;
- provide a means of communication to ensure that ISO's senior management and Board are informed about consumers' views on issues that ISO-NE will be making decisions on;
- provide quantitative and qualitative information in a timely manner on the impacts of proposed initiatives in the region to consumers; and
- provide this information in a manner designed to help consumers navigate the NEPOOL process.

## **II. Membership**

The CLG membership shall include consumer organizations, advocates, ratepayers and consumers of electricity. While anyone who attends can participate in the CLG meetings, the CLG is intended to serve the needs of interested consumers, their advocates, consumer organizations, and ratepayers. Decision making shall be by a simple majority of those CLG members present (in person or by phone) at a meeting where discussion takes place. A master registry of CLG members shall be maintained by ISO-NE.

## **III. Structure**

The CLG shall be assisted by a Coordinating Committee (CLG CC) which shall consist of twelve (12) members (six members and six alternates) with no more than four (4) members from any one of the New England states. The Coordinating Committee shall have at least one representative of residential ratepayers and one representative of commercial and industrial ratepayers. Members of the Coordinating Committee must be either a ratepayer (or directly represent ratepayers), a member of a consumer organization or a government consumer or government ratepayer advocate.

Coordinating Committee members will be selected by vote of the CLG at its first meeting in an even numbered calendar year and shall serve for a term of two (2) years, or until successors are selected. CLG CC candidates must be nominated by two members of the CLG present. The Coordinating Committee shall annually designate a Chairperson from its membership. Should a vacancy occur on the committee, the Chairperson shall fill the vacancy with the approval of a majority of the remaining members.

The Coordinating Committee will serve as a conduit for information between ISO-NE and the CLG working closely with ISO NE's designated liaison person.

#### **IV. Meetings**

The CLG shall meet at least four times per year and as necessary by a call of the Coordinating Committee with input from CLG members. Meetings shall be open to the public. The Coordinating Committee will be responsible for preparing meeting agendas with input from ISO-NE and CLG members and scheduling meetings in conjunction with ISO-NE. ISO-NE shall facilitate meetings and communication among CLG members. Meetings, agendas and materials associated with the meeting will be posted on the CLG-designated section of the ISO-NE website, [http://www.iso-ne.com/committees/comm\\_wkgrps/othr/clg/index.html](http://www.iso-ne.com/committees/comm_wkgrps/othr/clg/index.html).