July 19, 2017 - 2:00 p.m.  
49 Donovan Street  
Concord, New Hampshire  

{Electronically filed with SEC 07-27-17}  

IN RE:  
SEC DOCKET NO. 2015-06  
NORTHERN PASS TRANSMISSION - EVERSOURCE; Joint Application of Northern Pass Transmission LLC and Public Service of New Hampshire d/b/a Eversource Energy for a Certificate of Site and Facility (Hearing on the Merits)

PRESENT FOR SUBCOMMITTEE/SITE EVALUATION COMMITTEE:  

Chmn. Martin Honigberg  
(Presiding Officer)  
Public Utilities Comm.  

Cmsr. Kathryn M. Bailey  
Public Utilities Comm.  

Dir. Craig Wright, Designee  
Dept. of Environ.Serv.  

Christopher Way, Designee  
Dept. of Business & Economic Affairs  

William Oldenburg, Designee  
Dept. of Transportation  

Patricia Weathersby  
Public Member  

Rachel Dandeneau  
Alternate Public Member

ALSO PRESENT FOR THE SEC:  

Michael J. Iacopino, Esq.  Counsel for SEC  
(Brennan, Caron, Lenehan & Iacopino)  

Pamela G. Monroe, SEC Administrator

(No Appearances Taken)

COURT REPORTER:  Cynthia Foster, LCR No. 14
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**Mitch Nichols**

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P R O C E E D I N G S

(Hearing resumed at 2:00 p.m.)

PRESIDING OFFICER HONIGBERG: All right. I think we're ready to resume. Mr. Oldenburg. Are you ready to go?

MR. OLDENBURG: I am ready.

QUESTIONS BY SUBCOMMITTEE MEMBER MR. OLDENBURG:

Q Mr. Chairman, Mr. Nichols, good afternoon. My name is Bill Oldenburg, and I work for the Department of Transportation.

A Yes.

Q Not really a tourism expert even though I do travel.

So some of the questions I have is a lot of background questions, demographics, your understanding of what went into the study, how the studies were used, how the data was used and then general information of how you made conclusions based upon the construction project.

A Okay.

Q So let me begin with some of the demographics that I didn't really see in the study or any of the information. Do you know how many people live in New Hampshire?
A No. Not off the top of my head.

Q I didn't either. So Google says about 1.3 million people. On a typical summer weekend, how many tourists visit New Hampshire?

A I'd have to do that math to come up with that number. I can't do it in my head.

Q So then we really don't know how many tourists visit the area that Northern Pass would occupy of the -- so folks come up for the weekend, there's a number. Do we have a percentage of how many people are going to the area in the vicinity of Northern Pass?

A In the regions?

Q In the regions.

A Yes. Um-hum.

Q There's a breakdown on how many visitors go to each region, but, Granted, a lot of the areas within the region won't see Northern Pass.

A Correct.

Q So we really don't know how many, five percent or ten percent or 50 percent of the people that visit the state will actually see the towers.

A No. And there isn't a specific estimate. What you can do is look, Great North Woods where it
accounts for 1.7 percent of total annual visitation, and what percentage of that 1.7 percent would actually be viewing or seeing, that's the number that we just don't have.

Q Right before the July 4th weekend, it was on the news that New Hampshire expected to see about 650,000 people visit New Hampshire during the 4th of July. Does that sound about right? Considering we have a 1.3 million person population?

A It's, in certain big weekends, that out-of-area visitor base can significantly add to the year-round resident base, and that might certainly be the number. I don't know exactly.

Q Because I've heard that number before that on like Memorial Day, Labor Day, July 4th, the big holidays that the population in the state can increase by 50 percent. Is that typical of all states or is that just --

A On certain dates and certain occasions, I think that kind of volume increase would be more typical on a smaller community, a smaller destination. We work in Sonoma County and Sedona, and sometimes the visitors in
relatively, I wouldn't quite characterize it as rural but less urban areas, that visitor base, because the resident base is relatively moderate in scale, it can oftentimes, 50, 60 percent of the resident base can be added to at any one point in time with the new visitors coming into the destination.

Q Because one of the telltale signs that I use around the Concord area is I-93 right out here.

A Sure.

Q Every Friday evening, northbound, it's stop and go traffic.

A Absolutely.

Q And everybody's heading north. Sunday, southbound, stop and go traffic. No one goes on the interstate Friday evening or Sunday evening, depending on the direction, and a lot of that, I have to believe, has to do with that weekend visitor's gas prices, how far they travel, et cetera, so the data that you have, that takes that into account, right?

A It does, and I think it does speak to one of the points that we've talked about frequently of that reality is part of today's traveling
experience. That many visitors, and whether it's in New Hampshire going up 93 or you're down in the Carolinas, that in busy weekend periods, congestion and traffic is part of the reality that a visitor faces.

Q So from year to year, that number can fluctuate depending on how far you're willing to travel, how high the gas prices are, the cost of, say, a hotel or a campground or something like that. So that whole variable changes from year to year.

A It does, and in our report and in the work that Plymouth State University has done it's demonstrated those relatively significant swings that can happen, and in addition to the points that you raised, weather is a significant one for you and your winter season and what's the extent of snow and what's the duration of that, what is the exchange rate with Canada, those kinds of factors can certainly influence that.

Q In the tourism industry, is there a definition for a vacation? And what I'm getting at is how many vacations does an average family take in a year? There's two questions there so --
A Yes. The visitor, and I mentioned this, in our industry we typically talk about 50 miles, a minimum of 50 miles or an overnight. So if you're traveling 20 miles to some different location, it wouldn't be, but it's 50 miles or an overnight that typically we use as an industry standard in defining what is a visitor. And then in terms of the number of vacations the typical family takes, that really varies in some of the discussions we were having earlier in terms of some of the demographic profiles and the millennials and the frequency of theirs and shorter duration, those kinds of things, it really runs the gamut. I don't have a one set number of what that annual average is right now in the US. I just don't know that off the top of my head.

Q So somebody coming up from Massachusetts and spending the weekend here, then going home on a Sunday, that's, if they come up on a Friday and they leave on a Sunday, that's a vacation?

A Absolutely. Sure.

Q So if a visitor comes up and they have a second home here, if they spend the weekend at their
second home, that's considered a vacation as well?

A Yeah. If this is not their home, whether they're staying at a hotel or a second home.

Q Doesn't matter?

A Yes.

Q So whether they own property in the state as a second home or whether they rent it or go to a hotel, it doesn't matter.

A You know, some of this is getting a little more involved today because of Airbnb and all of this and what's actually considered, but typically, you're viewed as a visitor if you're traveling away from your primary residence and you've got a less than 30 day duration of stay.

Q Okay. We've heard it a number of times. You relied a great deal on the Plymouth State data?

A I did.

Q Do you know who collects the data for the University?

A Primarily, I believe the University does a fair amount of the data collection themselves. I believe they use TNS is another national firm that does some visitor profile work. I believe
they use them as the source in some of their
data as well, but much of it is primary research
that they undertake themselves.

Q So is it reasonable to assume that since the
Institute of New Hampshire Studies is associated
with certain degrees, you know, people, students
that go to that institute to get a certain
degree, a tourism or hotel management degree or
something like that, that students working
towards the degree that have no real life
experience are working with this data and
developing reports and stuff like that?

A I would think the students would be involved in
some of the, you know, everything from weather
patterns and traffic flows and some of the hard
data they would be involved in collecting and
assembling some of that background research. I
would assume the professor would be much more
involved in some of the actual survey. The
students might have some involvement in
distribution or that type of thing, but the
professor would be the one that would be more
directly in control of the instruments and the
development of the survey.
Q Okay. And why did you use their data? I know it was mentioned of data that you discounted or didn't use so why did you choose to use the Plymouth State data?

A Plymouth State is the entity that the Tourism Office partners with. They're the official group that develops the numbers and has the close working relationship with the Office of Tourism, and when we had dialogue and interaction with the Office of Tourism, they informed me that Plymouth State would be in their minds the best group who would have the most detail and the sort of that historical series.

Q Did you vet or check any of the data or did you just use what they had?

A You know, I didn't look at the specific survey instruments. They have been doing this for the State for an extended period of time. They were the group that, their numbers are the ones that are officially cited by the Tourism Office as well as many of the articles that I reviewed in the research, they would have been the one that was cited. And so with that historical series
and all that background, I believe they are the appropriate ones to consider in terms of actual visitation data.

Q  In the White Mountain Region and the Great North Woods Region, the upper two regions in the state, why do tourists go to those regions? So what I did was -- I'll save time, little time here. So they would go to hike?

A  Sure.

Q  They'd go to bike?

A  Yes.

Q  Do you know which of the routes are designated bike routes in the state or in the region?

A  I do not know the specific bike routes that have been designated by the State, no.

Q  Because there's a map out there, and the State uses that to sort of draw in bikers and everything else. It's like the hiking maps but for bicyclists.

A  Sure. Sure.

Q  It shows you what roads are great to travel on, scenic roads, where there's loops and everything else. So another use besides biking, you know, ATV trails, kayaking, canoeing?
I heard much about that when we were acting up in the Great North Woods.

Skiing and snowboarding?

Certainly.

Leaf peeping?

Yes. Huge.

Camping?

Sure.

Do they go to sit in construction traffic?

I think there's a pretty clear no to that answer.

And they probably don't go to see a horizon of cranes and towers. So that's sort of the disparity. In the overhead line there's a scenic view, and in the underground section, there's a construction issue. That's sort of the way I see it is it's not one project, it's two. You have a 190-mile Project, but 50 or 60 miles of it is underground so the transmission line visual issue isn't an issue.

Correct.

It's more the construction.

Right.

So do you see, I think you basically mentioned
that the construction component could be a tourism, seen as a negative experience for a tourist depending and how long they sit and what their experience is during construction.

A That's correct, and I think as I mentioned, attempting to take those steps to try and limit that disruption as much as possible to loop that in sequencing so it's not disturbing anyone set of businesses for any long duration. All those factors are very important.

Q The study and the analysis really centered around the finished product, correct? I mean, you mentioned being able to see power lines. There's no real mention about construction though.

A Correct. We didn't specifically study construction impacts. But as I noted, I don't believe that the visitor coming from Massachusetts or Vermont and knowing that they might face a 5-minute delay in certain areas, they're still going to come in my mind to New Hampshire. They're still going to come to the White Mountains Region in your example.

There might be a situation for some of them
where the substitution effect that we talked about earlier, they might decide to go three blocks down from where the construction is occurring or three miles, but I believe they're still going to come. They're still going to expend their resources, and on a regional basis, there will be no impacts from that construction on a regional basis.

Q I'm going to swing back around there.

A All right. Very good.

Q In a little bit. I mean, a lot of times what was mentioned was the effects of transmission lines on tourism, and the studies were limited on the transmission lines. Are there studies about the effects of construction on tourism?

A You know, we did not investigate the construction so I did not do that literature search on -- I'm sure there's construction impact studies, whether it's on tourism or residents, but I did not undertake that study.

Q Okay. So let's talk about a certain section. So in the underground route, from Bethlehem to Bridgewater, that's all underground so this whole transmission line view really doesn't
apply?

A Correct.

Q But the construction duration, as has been stated, it's two years, it's over 50 miles long and will require a lane closure up and down that route almost the entire time. So I don't know if you know that, but assume for the purpose of the question that that's the fact.

A Okay.

Q Because that's what basically the Construction Panel had previously testified to.

So let's take one of the sections, the underground section. There's an 11-mile section that starts in Franconia at Route 116. There's a signal up there right at the bridge of the Gale River, and you travel down 11 miles on Route 116 until you get to the intersection. I believe it's in Easton heading to Woodstock on Route 112. So there's an 11-mile section. There are no traffic control devices whatsoever. There's no signals, there's no stop signs, there's no yield signs, there's no roundabouts, no nothing.

A Um-hum.
So for 11 miles, it's basically free flow traffic.

Okay.

And this is an area where the traffic volumes, it was relatively low. I think you probably saw some of the numbers earlier. So the expectation of people is not only am I not going to see construction, I'm not going to see a stop sign, not going to see a signal, I'm not going to see people. There's not a lot of cars on this road. But for these two years, basically the Construction Panel admitted that there's going to be a work zone at least every two miles, each of these work zones are going to be hundreds of feet, if not thousands of feet long, and the road is going to be limited to one lane. Do you think that's going to have an impact on the tourist experience along that section of road?

I would agree that influences the experience, yes.

So if you are a bed and breakfast or a restaurant or anything that is on that route, you know, your website or whatever, you're not going to call and say hey, just so you know,
there's 50 miles of construction going on, and
you're going to get delayed, and you're not
going to be able to ride your bike down the
road, they're not going to say that.

So folks are going to come with one set of
expectations of what they're going to see and
then they're going to be hit with this
construction that they didn't expect.

One of the other things that we heard was,
sort of leads up to my next question, is you go
there and the one lane that is going to be open,
the Construction Panel said they want to limit
to 10 feet. If you go to bike on that road, 10
feet isn't a big lane, and State of New
Hampshire has a law that says a vehicle passing
a bike has to give them at least three feet of
distance. And at higher speeds it's supposed to
be even more, but the minimum is three feet. So
you couldn't, a vehicle can't pass a bike on
that road if it's limited to ten feet, correct?

A  I would believe in your explanation that that's
very likely the case.

Q  And I know that you didn't, you don't know this,
but I will tell you that Route 116 is a
designated bike route on the bike path map in the state. And in fact, there's also recreational loops that are called out which means hey, if you really want to have fun, there's a local town road that you can loop around and you can make your, you can go see that, too, but they all loop back to 116.

A Sure.

Q So as a bicyclist during that construction, is that, do you think that's going to be a good tourist experience?

A I think as you're indicating, during that construction period, and with that configuration in that lane area, that would be very difficult for that bike experience to be maintained. And I would think that steps to try and identify other great biking opportunities for those visitors, those kinds of things, would be an important step. Because your example there during the construction period, that obviously would be very difficult to incorporate an attractive bike experience with that construction activity.

Q So I would take the bike experience and say if I
was a hiker, or a walker, I'd have the same
issue walking down the road. I would also, I'd
also think that even the person in a car is
going to have that same sort of negative
experience.

A  Sure. I would agree if I was walking the road
that would be negative. I think at least in my
experience, more of those persons and visitors
going for a hike would be looking at a trail or
some other experience in the forest that was
quite a ways away from the road proper, but the
example of a bike trying to use an improved
street system certainly would be a realistic
example.

Q  Do you know if there's alternate routes to Route
116 from Franconia to Easton along that section?

A  I would have to look at a map. No. I don't
know off the top of my head.

Q  I would just say that it's very limited.
Especially from a State route standpoint.
There's only four other routes. One of them is
the interstate, one is along the Connecticut
River and the other two are on the other side of
the mountain. So from a north/south
perspective, when you get into the mountain region, there are limited State roads.

A Sure.

Q There might be local roads, but from a statewide standpoint.

A I guess that's sort of where I was going in terms of other options. If this wasn't during the construction process, an appropriate area to have a biking activity, to try and think about whether it's -- and I know on this instance you're talking road biking and that segment, but are there other off-road or trail oriented opportunities that are more actively promoted. Are there some of the local roads with other local experiences where you're proactively trying to serve up some of those options and alternatives to the biker. That's what I was sort of thinking when I was meaning alternatives.

Q Do you know how many inns, hotels, motels, campgrounds are in New Hampshire?

A We have the number in the breakout of total rooms and not specifically to that segment, but I do know the total.
I'm sorry. Totally in New Hampshire. Just a ballpark number.

You know, I don't have that in my report. It's in my backup materials, but I don't have that number off the top of my head.

Thousands?

Sure.

Now, in the entire underground section, what I have is Applicant's Exhibit 164.

Okay.

Which is the listing of all the properties, I should say all the businesses in the underground route. What I did was I simply went down and by their name said are they a hotel, are they an inn, are they a bed and breakfast. And in the underground section alone which is the 50-mile section from Bethlehem to Bridgewater.

Okay.

Excluding Pittsburg, there's about 25 inns, hotels, campgrounds, et cetera, that I could determine, ballpark. So for the other thing I looked at was restaurants, delis, cafes, diners; again, in New Hampshire, there's thousands.

Along this 50-mile route there's about, from.
what I could gather, about 27-ish.

A  Okay. Sure.

Q  That sound about right?

A  Probably.

Q  And I would have to say that those establishments, especially the hotels, the inns, the bed and breakfast are tourist-based?

A  Sure.

Q  And just knowing the population density of that area, I'd have to say that the restaurant and diners and everything else are pretty tourist-based as well.

A  Certainly, and visitor reliant.

Q  With 27 restaurants in 50 miles or so, there's a pretty dense population of restaurants for the density of the people.

A  Sure.

Q  Do people normally travel, do you see a reoccurrence, so if you go to one place one year and you have a good experience you go to that place again, do you see more people going on vacation to the same place?

A  That's certainly a goal of many destinations.

How do I build and maximize my repeat visitation
just because like any business the ability to
and the cost to sort of stimulate that visit
once they already know you and come is less
costly. So most destinations are very envious
of building that repeat visitation.

Q So they're not relying on the one time and done.
They're relying on like a bed and breakfast or
an inn who's more of a Mom and Pop. We're not
talking about a Comfort Inn or a Hampton Inn.
They're relying on reoccurring --

A You know, and certainly this varies
significantly destination to destination, but I
would still suggest that the bulk of visitation
is still a first time, you know, 60 percent, and
30, 40 percent repeat to the exact same area.
So both are important and both require dedicated
efforts.

Q So I've got to imagine a lot of what you do is
sort of like human psychology, right? You've
got to think the way people think and understand
the way people think and sort of their
attitudes.

A Um-hum.

Q So do you think a tourist, are they a fickle
group where, I sort of look at it as you go to a
restaurant and you've never gone to that
restaurant before. If you have a bad experience
either with a meal or the waitstaff or something
like that, you don't say well, I'm going to go
there next week again. You sort of say, all
right, you know, I'm not really going to go
back.

A Sure. That experience is certainly important
and plays into the interest to continue to experience or come back again.

Q So I'd have to think, you know, just like the bad meal experience, a tourist that goes to a hotel or a bed and breakfast or something like that is, they have a bad experience, whether it's related to the facility or not, you know, I couldn't get out of the driveway to go to where I wanted to go because of the construction or I had to, took me ten minutes to get back to the inn because of the construction or if it was so dusty and dirty and I couldn't just bike. I had to go drive somewhere to bike. You know, that directly relates to the quality of their stay at that establishment, whether it's the
establishment's fault or not, correct?

That certainly is a component. I guess in my experience and that's sort of what the last section of our report tried to talk about, that broad range of factors, when you talk about what was that experience like. If that visitor experienced some construction delays because of construction activity, I believe they would weave that into the whole experience they had, the quality of the bed and breakfast, the great hike that they had in the White Mountains, the amusement attractions that they went to over the three or four-day period of time. And while as noted in our survey work and just sort of logic, no one desires traffic delays, that it's these other facets in my mind that are much more prominent in terms of how that visitor sees his New Hampshire experience. And while the full duration of the construction might be a two-year period of time, the construction, any one location in front of a B&B or whatever would be much, much shorter, and so yes, there would be that short time period that they would be influencing. And I certainly can't disagree
that for some those delays would play into that overall picture, but I think it's those other aspects that New Hampshire offers up in terms of the products, the experience, the value for the money, all of those other factors that we've talked about, that would be more prominent in that visitor's evaluation of what their New Hampshire experience was all about.

Q So, and I could understand that, you know, sort of like okay, I went this year, I've gone to this place every year for five years, and I went there this year and all of a sudden there was this construction, okay, it's got to be done so I go again next year and the same construction's going on, sooner or later somebody's going to say I'm done, and you're going to lose business just because of that construction. I'd have to believe human nature is just that way.

A Sure. Sure. And I think that visitor would distinguish, you've talked about the full 50 miles, but in some periods of time, that construction is going on in this location, sometimes it's 30 miles away or 40 miles away, and the major disruption, I would think, for an
inn or any particular property would be more pronounced when that construction is occurring at that location. And that wouldn't be occurring the next year after they came back. There might still be construction going on 30 miles or 40 miles away but not at that location.

Q: I think the way the construction is phased, we heard a different story from the Construction Panel in that these big vaults have to be placed and the conduit has to be placed and the wires have to be pulled and these horizontal drilling has to be done, and it can't occur all at once, it occurs in phases over the two years. So it's repeated construction in the same area over that two-year period. So it's not I'm going to do this mile and I'm never coming back. It's sort of a repeated, I'm going to show up repeatedly in that mile to do work.

A: Right, and certainly, your specific might be a clearer reality of that portion, that section. And I can't disagree that a two-year construction process, if that's what the visitor experiences, that that doesn't play into that overall experience. I don't think not
recognizing that that's a factor would be realistic at all. It is a factor.

The essence in my mind is where is that in that overall trip decision equation. And as we're thinking about, again, we had this amazing hike, we stayed at this great bed and breakfast. There were all these fantastic experiences we had, but there was some construction delays as we were going to the various levels, I believe that visitor is still going to come to the region because of the great offerings that the region provides. And that's not to say that that isn't a factor and one of the factors.

But, again, whether it's some of the survey work, and the example that you brought up with the racetrack or with leaf viewing, all kinds of other examples, where traffic congestion can get crazy, but those visitors come year after year because the experience is great and that is a much more prominent piece of their trip decision than traffic congestion or delays.

Q So we heard the economist, and I think you've used the term substitution or something like that?
 Uh-huh.

Q Where if people don't visit the area because of the construction but they go five miles away and stay in New Hampshire, that that's a wash. That there's no effect on either business or tourism because they went to spend money and they spent their money, but they didn't spend it in, you know, they spent it in New Hampshire so regionally, it doesn't matter whether they spent their money in Franconia or they spent their money in Lincoln. They spent their money in the region and so it's a wash. Do I understand that right?

A I'm sure I didn't quite use that language, but the bottom line is on a net basis, there would be no impacts to regional demand, that spending still occurs, the visitor still comes, still comes to that region. There's no net change on that. There could be some change in decisions of I'm going to a different option for lunch.

But as I also mentioned, there can also be some of the benefits from all of the construction activity, construction workers, their expenditures, as was mentioned yesterday
in the Maine example where the very vibrant and
healthy experience in the regions in which the
transmission lines were developed, it was
referenced that some portion of that was a
direct function of all the construction activity
and the demand, the incremental demand that
would be coming from those entities as well.

Q So let's talk about the Maine Power Reliability
Project or the Phase II line. How much of that
was underground construction?

A None.

Q And I think you said the Maine Power Project was
in an existing right-of-way?

A It was.

Q Was the Phase II in an existing right-of-way?

A Yes.

Q So there was already a preestablished
right-of-way so the construction was off the
line and just like a lot of the construction
that I think we're going to see with the
overhead, it's not going to really impact
traffic or access to a great degree.

A I think that's fair.

Q If all of these 25 inns and the 27 or whatever
restaurants or however many there are so these
50 establishments that are in the underground
section, if they all went out of business, would
that have an effect on New Hampshire's tourism?
A  Sure.
Q  And that would affect the region, I believe?
A  Sure.
Q  Probably devastating to the communities.
      Okay. In your Supplemental Testimony, I'm
going to go back to some of the things you
talked about about Estes Park and the North
Cascades.
A  Okay.
Q  So in your testimony about the Estes Park, you
stated that it was the Visitor Center, within a
half mile or so was the substation and
everything else we saw pictures of that. But it
was also that the substation and the Visitor
Center aren't in the park. They're in the town.
Correct?
A  That's correct. Sure.
Q  So I've used Google a couple times. I used it
again. So Google Earth is a great thing. So do
people go to the Visitor Center for its scenic
beauty? I mean, there's Visitor Centers out there like you go to Yellowstone Lodge or I understand Zion, those Visitor Centers are tremendous, and people would actually take pictures of that. Is the Estes Park Visitor Center something people go to visit to see and take pictures of?

A They go to get oriented, what to do, to see it's on the edge of one of the large lakes in the community so there's the lake and the water, but the primary purpose that visitors would go to that Visitor Center would be to get oriented not only to the park but to the broader Estes Park region.

Q But they're really there for the Park. For the hiking the mountains, whatever. They're not there to -- the Visitor Center is where they go to get information. It's not I'm going to go see the scenic beauty of the Visitor Center and take pictures and wander around there for hours. I want my information. I want my trail information, and I'm gone.

A Sure. Not the Visitor Center itself. There are certainly a wide array of visitor experiences
that are outside of the park boundaries that Estes Park promotes aggressively, and it's not just the National Park experience. It's a wide range of other experiences that Estes Park provides. But the Visitor Center, you're correct, people are going there to get oriented to get information.

Q And the towers that, you showed a picture of towers running along the road with water on the side, those towers are heading towards town, towards the substation, towards the Visitor Center, and on the other side, so if you continue in the direction, the other side a half mile, is actually Estes Park, correct? So those towers that you show on the picture next to the water and along the road are even further away from the Visitor Center and the Park.

A Sure. It's a 2 or 3-mile stretch that those lines stretch. I think my main point was that a large percentage of those visitors coming for the natural beauty, that's a part of their experience. If they're going to the Visitor Center to get oriented, they've got the substation, got the transmission lines, if
they're recreating on the lake, if they're using one of the cabins or the facilities close to the lake there, the towers are visible. And the point is that is part of that visitor's experience as they go into the park.

This has been discussed a couple of times. I'm not saying that those transmission lines are in the park proper, but that is large scale transmission lines is part of the arrival experience, very front and center in Estes Park. I saw that as a, you know, one example of a destination that's viewed as very beautiful, has a very large percentage of outdoor recreation enthusiasts, and they're still very active, very vibrant.

And when I was working with the community, there wasn't discussions that the transmission lines were turning off large numbers of visitors, and they're not coming to Estes Park because there's transmission lines.

Q That was, I think you just mentioned, my last point on Estes Park was once the line comes out of the substation, it takes a 90 degree straight south and doesn't go into the park. It goes
away from the park actually.
A Right, but that is the arrival highway, the
arrival experience that a large number, a large
percentage, yes, there's a couple of additional
miles to get to the actual entry of the National
Park, but many, many of the parks visitors would
be progressing right by these transmission
lines.
Q And that substation is right on the lake, too.
A Yes.
Q You had a question?
MR. WRIGHT: Thank you. He brought up
Estes Park. If you don't mind, I'll chime in
with a quick question because I wanted to go
into this area. You've been to Estes Park.
A I have.
MR. WRIGHT: And the Rocky Mountain
National Park as well?
A I have.
MR. WRIGHT: I've been there as well. I
recall Estes Park as a relatively small
community of like 7 to 10,000 people or
something like that?
A I don't know the population. That sounds
reasonable, and certainly is a small
tourism-oriented community.

MR. WRIGHT: It's kind of a gateway to the
National Park is the way I kind of view Estes
Park?

A The term they use is they are the base camp.

MR. WRIGHT: Base camp.

A Yes.

MR. WRIGHT: Now, US Route 34 runs through
the Rocky Mountain National Park, correct?

A That's correct.

MR. WRIGHT: Similar to what we have here
in New Hampshire with the Kancamagus Highway.

A Similar.

MR. WRIGHT: The question I have is I'm
assuming, as you described, these large power
lines are visible as you enter Estes Park. They
are not visible when you're actually in the
Rocky Mountain National Park, are they?

A That's correct. That's correct.

MR. WRIGHT: Okay. Thank you.

BY MR. OLDENBURG:

Q So on the North Cascades Park, the transmission
line goes right through the park, correct? It
goes along the road through the park?

A  In North Cascades?

Q  Yes.

A  Yes.

Q  And I noticed that it follows the road pretty well, and I could see why you'd want that, one is access to the transmission line and everything else, but the roadway, probably the only person in this room that would look at a roadway and say ooh, I'm going to stop and take a picture of that roadway. Roadways aren't typically viewed as beautiful or postcard quality type of setting so if you were going to put towers next to something, you'd put it next to the ugly road, I would imagine, right?

A  Sure. And you well know that in many states, there are areas even along the roadway, but the surrounding environment is so beautiful that they're designated as the handful of Scenic Byways in the state and that was one example in Washington that is one of their more coveted Scenic Byways.

Q  So how much of the Northern Pass overhead line is adjacent to or runs along a roadway in the
overhead section?

A I don't have that answer.

Q I don't think any. I think it just runs cross-country for almost the entire route. So it's almost, I looked at the North Cascades picture as you're running the towers along a road, and it didn't take away from the scenic beauty of anything because the road isn't, I don't know, I've never been there, didn't look like people would go to that park to see the road. They're there to see the mountains and everything.

A There's an awful lot of recreation at the lake. It's a dam, and it's the home of Seattle City Lights, the main power company, so the transmission lines run all the way down Washington State and serve the urban area of Seattle, but there's a significant amount of recreation that occurs on the lake itself there.

As I say, even though it's a roadway, it's something the state is very proud of, and there is thousands and thousands of travelers that travel the scenic byway to see the vistas and the experiences along that line. And I think my
point there was that this was just another example of you can still have beauty, still have very strong attraction, yes, there's transmission lines, and I'm not arguing that that adds to the beauty, but in many instances, even though a visitor might see that line for a few seconds or a few minutes, it's that broader experience that is really attracting them.

Q Okay. The next questions have to do more with the study. Repeatedly you've stated that the Project, you looked at the Project from a regional basis. That you didn't study individual properties or businesses. But don't the specific impacts to those individual businesses collectively create an impact to the region? So I'm like -- I'm confused. It's almost like you did the other way around. If there's a regional impact, then it will have impacts on the individual business, but I sort of looked at it as if you have enough individual impacts, doesn't that create a regional impact? I don't understand the thought process.

A I think we needed to understand the diversity of products, the experiences, the kinds of visitors
that go to those areas, understand the positioning of the transmission lines, understand some of the construction realities that will be part of the process. But it was taking all of that and not needing to look individually by individual but recognizing that sort of collective mix of experiences, collective mix of products. In my mind that visitor is still going to come to New Hampshire, they're still going to come to that region. There might be some percentage that say I don't want to deal with this construction issue, and go down the road where there isn't the construction activity, but I don't believe on a regional basis that there's going to be an impact from the development of the Project.

Q So basically just a few minutes ago you stated that if all the businesses went out, that would have an impact on state tourism and regional tourism. So somewhere in between of they all don't go out, half of them go out, a quarter of them go out, none of them go out, but they see a loss of percentage of their business. Somewhere in there it goes from those individual
businesses, losing something. Tourism, money, dollars, whatever. That then becomes a regional impact though, correct?

A: Yes. In your example that you cited that you had all 50 and would that have an impact, and I would certainly agree. I don't believe at all that there would be anything remotely close to 50 businesses shutting down because of this Project. There could be some impacts, and construction, I think in general, that is a shortened duration. There are steps that are being taken to try and minimize those impacts.

And again, I just believe that the mix of attractions, of products, experiences and identity that New Hampshire has, those visitors are still going to come, even if they do face some traffic delays or traffic congestion.

MR. WAY: Mr. Oldenburg? May I have just a quick question?

MR. OLDENBERG: Sure.

MR. WAY: So I just heard you say I don't believe those businesses will shut down. How do you make that statement?

A: Because again, in terms of my experience with
transmission lines, destinations that have
transmission lines, I believe that that visitor
is still coming, is still creating -- I'm sorry.
I'm not answering your question.

MR. WAY: I guess I'm focusing more on the
business itself. For example, we've heard from
businesses that have said that there's a
potential that they may either face shutdown,
employee loss. Are you saying you don't think
that will happen?

A  I can't make that statement, no.

MR. WAY: Okay. Thank you.

A  Yes.

BY MR. OLDENBURG:

Q  Your study that you did, Appendix 45, in the
study results, so one of the things that sort of
ccaught me and a couple of these things I don't
know a lot about this, but some of the things
that caught my eye and I just have questions
about.

A  Sure.

Q  Is you had stated that SSI has a panel of folks
that they send surveys out to?

A  Correct.
Q: How many people did you say are in their panel?
A: You know, it's thousands and thousands. I don't know the exact number.
Q: It's nationwide.
A: Yes.
Q: Nationwide folks?
A: Yes.
Q: So the survey that was sent out, was that sent out nationwide?
A: No. We went into the key feeder markets that generate, I think it was about 70 percent of New Hampshire's visitation. Those were the geographic markets that we went into, and we referred to them as essentially the key feeder markets for the state.
Q: So it says, so you had 450 surveys that were completed. To me, sort of like the speaking sessions, that seems like a low number, being first in the nation, I will tag on to what Mr. Thompson said about the first in the nation primary getting phone calls every five minutes from political people and their polls were always like a thousand people were surveyed. And they would wait for certain demographics.
If they wanted to know how the Democrats were going to vote they would call until they got so many Democrats to respond or so many Republicans or so many independents, and you'd see a certain number that hit, and in New Hampshire, you see more than 456 so nationwide I would have thought or region-wide I would have thought a big survey sample.

But be that as it may, the survey respondents were active northeast travelers with 90 percent traveling as a visitor to the region during the three years. So if someone hasn't come to the Northeast Region within three years, they were still considered an active, so ten percent of the people hadn't been to the northeast in three years but they were still considered an active traveler?

A No. I believe that what we were saying is --

Q It's on, it's on page 24. The very last paragraph. Survey respondents were active northeast travelers with 90 percent traveling as a visitor in the region during the past 3 years.

A Sure. We wanted the full random sample of respondents, and a small ten percent of those
respondents hadn't traveled up in the northeast in the last few years. They still lived in that area, but they hadn't taken a vacation, but the vast majority had vacationed in the region in the last 36 months.

Q So the ten percent that hadn't come to the region, you didn't throw those surveys out?
A No.
Q Those were used.
A Because we are asking about their attitudes, their impressions, of New Hampshire, of Maine, Vermont, how does that stack up. If they were to travel, what would be the factors influencing their decision.
Q I was just curious with the word active and over three years so I guess I can tell my doctor I now actively go to the gym.
A Okay. All right. You got that 36-month checkmark, right?
Q Right. So when you got down to the key destination attributes, and this is sort of, some of these were the possible traffic delays and things like that, but in the paragraph that's on the bottom of page 26, the importance
of convenience was also clearly noted as approximately one-third noted that good cell phone reception, easy access or close proximity to home, and access to broadband services were essential and very important benefits.

So those folks that are going hiking, biking, kayaking, all of that, in the Great North Woods or the White Mountain Region, I don't, I sort of look at that as saying, do they really care about cell phone service or broadband service? They're there for the scenic view. So they're out in the wilderness. And I'm probably dating myself because my 20-year old daughter would be on Facebook and doing selfies on top of the mountain, but it strikes me as the, if you're doing a survey, and your customer base is who is going to that region, that you would look at those as the most important convenience, is that really the focus group that you're looking at?

A You know, what was interesting when we talked to the folks up at the White Mountains and had some of their perspectives, they had a different take. They spoke quite extensively on the
demands of today's visitor and how cell phone reception was essential, and there was a period of time where they were not as good and so the broadband access. But even those visitors who are going for a great hike, going for a great experience, they're still expecting some of those elements that have become sort of part of today's life.

Q So some of the other ones that like great shopping and dining, 47 percent said great shopping and dining was important. I mean, if you're going shopping, and you're a visitor, I'm not picturing, living in the state I'm not picturing I'm going to Franconia to go shopping. I'm not going to that region. I mean, you're going to Merrimack Outlet Malls if you want to save money or you're going to some of the southern establishments.

So it seemed to me a lot of the answers to this were, demographically didn't apply. These were folks that were going to the southern part of New Hampshire if they were going to New Hampshire, but you didn't cull out any of those. You didn't say what region you're going to.
You're just going to New Hampshire. And some of that information wasn't culled out to best fit what the responses were for people that were going to the area of the Northern Pass.

A couple of points. One, that shopping and dining, we find that in destinations small and large, and the character, the orientation of that shopping can be different. It could be in a small downtown with a unique mix of independent retailers. It's not just an outlet mall.

The same thing with dining. That factor is always a very important element in a traveler's decision mix so I think that that does have an important element whether it's in the White Mountains, whether it's further north or whether it's down in the Lake Region or in Concord here.

We did ask a series of questions in the survey about the kind of activities those visitors would experience, and it was similar to the kinds of findings that Plymouth State University talked about in terms of the activities, the experiences, that they would undertake, and certainly those activities varied.
if you're in the Lakes Regions versus the White
Mountains versus Great North Woods. But we did
ask a series of questions to understand the kind
of activities these prospective visitors would
undertake if they made the trip to New
Hampshire.

Q So there's no really way of knowing of the 480
some-odd people that completed the survey where
they planned to go in New Hampshire if they
planned to go at all. It could have been
they're going to Portsmouth or they're going to
Hampton Beach to the ocean or something like
that. There wasn't a specific question that
said I am going to the North Country.

A No. We did not show the different regions and
see if they were familiar, and I would imagine
for quite a number of the respondents, unless
there was clear explanation of the regions and
the experiences and activities they would have a
hard time saying this would be the location that
we would -- I think you could get to that answer
using some of the responses in terms of the
kinds of activities and make statements in terms
of where within the state given their interest
areas where they would likely go, but we didn't
undertake that in the survey.

Q I guess my point is is that July 4th we had
650,000 tourists that came to this state, and we
only asked 480 people countrywide what their
interests were. Seems like it would be a great
thing to set up at the Welcome Center at
Hooksett and ask them where they're going and
why, and you could have gotten a thousand
responses in an hour instead of --

A I might just speak to that methodology. I
disagree with you, and I believe the 450 is an
appropriate sample size that, we've done this,
and as I mentioned Dr. Fesenmaier is one of most
published academics. He's done this for more
than 40 years, and I understand that that issue
from a statistical level and it doesn't seem
like an overly big number, but we believe
absolutely that was an appropriate sample size
to give us a reasonable margin of error to make
conclusions about.

And I made this point earlier. I just want
to reinforce. The bulk of the survey responses
were really consistent with what we anticipated
in terms of what were the key factors that were driving that visit. They're the same factors that were cited in the Draft EIS, the same factors that were outlined by Plymouth State University. So not only is the sample size -- I understand some the outliers with it seems a little strange that some of these folks would look at some of this commercial issues as a benefit, but I believe the vast majority of the findings of the survey are very consistent with what's actually happening when you compare it back to the Plymouth State University work, and is very consistent in what we heard time and time again of what drives visitors to choose New Hampshire. Whether it was in the listening process, whether it was in some of the academic work that Plymouth State University did or from our survey. So I think there's a lot of validity in terms of the consistency of many of the findings to other actual experience in the state.

Q That's all my questions.

PRESIDING OFFICER HONIGBERG: Commissioner Bailey, why don't we segue right to you since
COMMISSIONER BAILEY: Thank you.

QUESTIONS BY COMMISSIONER BAILEY:

Q Would you say that the number of respondents was statistically significant?
A Yes.

Q And how, can you define that for me?
A Yes. Plus or minus, so any of the answers plus or minus 5 percent with a 95 percent confidence interval. And that is, we talked about sort of the standard survey protocol, a 5 percent margin of error at a 95 percent confidence level is very frequently sort of a target that is looked to in survey result.

Q How do you determine that it's a 95 percent confidence level?
A That's all a mathematical statistical, so the population, what's the sample size that's required to give a 7 percent margin or a 5 percent margin so that's all a math statistical process.

Q And that's what Dr. Fesenmaier figures out?
A Sure. Right.

Q So the major or one of the major conclusions
that you've drawn is that visitors come to New Hampshire because of the diversity of visitor experiences, and the presence or absence of transmission lines does not drive their fundamental decision to choose New Hampshire.

A  Yes. That's correct.

Q  Okay. And are the facts that back that up in the results of the survey?

A  Yes, I believe, and not just the survey itself. That was one piece that formed our collective decision, but I believe the findings showing the value for money, the broad range of things to do, the recreational amenities, the shopping, the dining, the cell phone, these are the factors that rise to the top. That's what really drives the visitor's decision, and as I mentioned earlier, when we talked to the various folks in the listening process, these were very similar to what they cited as to what they thought were the key drivers that influenced demand to New Hampshire. This is very similar to what the Draft EIS cites as the more macro factors that they believed drive visitor activity and visitor experiences.
So it's the survey, it's the listening
tours, it's the Plymouth State University, and,
frankly, it's also consistent with my actual
experience over the last 20 years in working
with all kinds of different destinations of what
rises to the top, what really stimulates, what
motivates that visitor's decision.

Q Do you have the survey in front of you, Joint
Muni 227?

A No. I don't.

Q Can somebody bring that up maybe? When it comes
up on the screen, I'd like you to show me the
question that answers the question that we all
have in our mind that transmission lines aren't
going to affect tourism or adversely affect or
unreasonably adversely affect.

A Sure, and I can without having it in front of
me. We asked a question with a whole series of
destination attributes, and we asked the
respondents to rate those on, I believe it was a
five point scale. Is this a critical barrier,
is it somewhat of a barrier, is it indifference,
is it a strong attribute or is it a critical
attribute. And yes. And if you can scroll
down.

Q Is it Question 2.6? So the first series of questions just sort of find out where people are from and where they travel and that the kind of thing.

A Correct.

Q So wait a second. 2.5. All right. So in addition to specific activities available in a destination, travelers often consider a range of other factors in making their fundamental decision regarding the destination to visit. Again, if you were to consider traveling to various destinations in New Hampshire, how important are the following attributes.

And so the question really is how important are power lines to whether you're going to visit or not?

A Correct. How much of a barrier or an attribute would any of these factors or attributes play in your decision to choose New Hampshire as a visitor destination.

Q Okay. And can you scroll down to the next question?

So there, if somebody were really bothered
by transmission lines they might say it's a very
critical barrier to traveling?
A  Correct.
Q  Okay. And in this question, the question is how
often have you made your decision to visit a
destination based primarily on each of the
following factors?
A  Correct.
Q  And so would anybody ever decide to visit some
place based on power lines? I mean, that's the
odd number of responses that you got, 9 percent
or something, that said yes.
A  Well, it was a key factor. But the other piece
that I think is so important to consider in that
interpretation is not only that they said that
power lines might be a barrier, but you also
have to understand that these other factors and
variables were cited 3, 6 times more frequently,
and it's that combination. If it had easy
access, you provide great value for the money,
there's this great diversity of product and
experiences in the White Mountains, it's all of
those collective factors that yes, I also
answered that I think that power lines could be
a barrier, but you've got to recognize it's this collective package that is being offered up. And you have to, you can't just look at the response of power lines in a vacuum. You have to understand all of these other factors that play into that visitor's mind when he's deciding to choose New Hampshire.

Q But if you ask me if I like apple pie or ice cream or hot dogs or poison, then I answered I liked apple pie and hot dogs more than poison, wouldn't that be expected?

A I'm not quite sure --

Q I mean, I'm not drawing an analogy between Northern Pass and poison. I'm just trying to -- I really am not. But it seems like the question was loaded to me.

A We attempted to very intentionally not make it loaded. We wanted to understand how factors like traffic congestion, like cell phone towers, like power lines, how do those factor into the broad travel decision. This is what my experience has been. It's these other factors that we've outlined that really drive that fundamental decision. And again, my experience,
the survey, it's what the Draft EIS is seeing. It's the kind the factors that were pointed out but Plymouth State University in the little piece that we reviewed yesterday on the Maine Reliability Project. It was those macro that the marketing efforts, the weather, all of these great factors that influenced their very healthy and very vibrant tourism economy. So even though there was construction, even though there were transmission lines, it's these broader factors that really drove the vibrant and active environment.

Q So then why did you need to do the survey?

A We thought it was important to go and question those likely prospective visitors to go directly to them and see what they were saying. That was our belief. But it was one additional step to understand how New Hampshire was positioned relative to other New England alternatives and the kinds of factors that would lead a visitor to choose New Hampshire. I thought that was another important step, another important element that would provide us additional insight in terms of where that power lines or these
other infrastructure elements would be positioned relative to the range of factors that influenced that visitor's choice.

Q Okay. In your report, I think it's paragraph 4 point -- page 16. I have to flip between two files here.

Well, there's a paragraph that says, "Some participants noted that hunters, snowmobilers and ATV enthusiasts believe the transmission line rights-of-way can enhance their recreational experiences, particularly if the associated trials are effectively maintained and well-marked." It's paragraph 4.2. Do you see that?

A Yes, I do see that.

Q Do you agree that additional access for ATV and snowmobiles might increase tourism activities?

A That's what some of the respondents up in the Great North Woods, that was their belief, their thought that one of the issues is just the trails that they had to recreate on, and if there were additional trails, particularly if they were maintained and groomed, that would be an attractive addition that could attract
additional interest.

Q And as a tourism expert, would you agree with them?

A Sure. Yes.

Q Do you know if the Project plans to maintain and mark new trails under the transmission lines?

A I know there have been discussions. I don't know if there's been any formal position taken in terms of access and maintenance.

Q Were you ever asked what could be done to maybe offset some of the negative effects on tourism by adding some positive things?

A That was one of the questions we posed in the input process here and got different responses. Some suggested to assist in marketing and promotional types of activities in some of the regions that they had limited resources and funds, and additional resources that could be directed towards marketing and promotional activities could play in an important role.

Others talked about potential visitor centers and different destination elements that might be undertaken in conjunction with the Project and maybe done something along the lines
of the role of water and power in the state and
tell that story more extensively.

We heard from some, placing it underground
was an important element, and some talked about
the construction activity to ensure and try and
feature and promote their communities' food and
beverage operations, retail operations to try
and stimulate as much spending and expenditure
from the construction operations while they were
in any particular area of the state.

Q I was asking if you were asked how the Applicant
maybe could offset some of the possible negative
effects on tourism with some potentially
beneficial things. Were you asked that advice?

A I think we had some of those discussions, yes.

Q Was anything added to the Project to address
that?

A Well, I think, and I have not been involved in
the Forward NH program and sort of the resources
and the direction, in my experience many of the
smaller regions can benefit most significantly
with assistance, as I mentioned, in the
marketing, the promotional kind of activities to
sort of raise awareness in many of the
instances. Some of the resources they have are limited. And I believe just like the State Tourism Office, the role that can be played in some of the cooperative marketing efforts could be an important addition that could help stimulate interest and demand throughout the state.

Q Okay. Thank you.

A Sure.

PRESIDING OFFICER HONIGBERG: Mr. Wright?

QUESTIONS BY SUBCOMMITTEE MEMBER MR. WRIGHT:

Q Good afternoon again.

A Good afternoon.

Q I assume you have your report in front of you?

A I do.

Q Okay. I wanted to spend just a couple minutes looking at some of your graphs and make sure I understand the data and how it's being presented.

A Okay.

Q In terms of geographic spending, Table 3-1 and Figure 3-5, they're essentially the same data, right?

A That's correct.
Q One is just how much hard dollars were spent per region --
A Just to give an idea of that percentage.
Q I was, and I know this is not your data but you've relied on this data. I was kind of surprised to see Merrimack Valley as the highest percentage region. I'm not a tourism expert, but I don't generally picture the Merrimack Valley as being the mecca of where people are traveling to in New Hampshire. So could you explain that to me?
A Sure. I think it's not just that leisure visitor but the urban areas in Merrimack that bring in the business travelers as well. It's all their spending that would occur in business and conference and conventions, all those other areas. So it's not just the leisure aspects of the region, but they also benefit from, obviously, being the most likely source of attraction of those business expenditures, and in many instances, those business expenditures can be at or above what that typical leisure visitor would spend on a daily basis.
Q Okay. So that information doesn't surprise you.
When you look at the data that seems to be normal to you?

A Yes.

Q When you look at the Great North Woods, 1.7 percent, doesn't sound like a big percentage, but would you have an opinion or agree that this is very important to the Great North Woods, that amount of expenditures?

A I would certainly agree. It's important, and as we talked to individuals up in that area, we understand the economy and the importance of tourism is a critically important piece of their economic base.

Q I think you would probably agree, I assume you know that we've lost a lot of major industry up north so that tourism dollars are becoming even more and more valuable to the northern part of the state, would you agree with that?

A I do.

Q Just to clarify. In Figure 3-5 you have two dates in the chart. I'm assuming it's really 2014 data and not 2012 data?

A I'm sorry. That's correct.

Q I thought that was the case, but I just wanted
to clarify. Because 2014 was the most recent data that was available.

A: At the time we were doing the report, yes.

Q: When you look at Table 3-2 on the next page, this is the purpose of a visit to New Hampshire, and, again, some people have talked about this. It's on page 14. And visiting friends and relatives. This is, where did this data come from?

A: TNS is one of the more prominent national tourism survey firms. They did the visitor profile work here that the state uses of TNS was the generator of this finding.

Q: Is it fair to say that that would be a composite data of New Hampshire?

A: Yes. Uh-huh.

Q: So if I were to look at this data on a region by region basis, would you expect to see differences in the response here?

A: I certainly would. Yes.

Q: Okay. So would I. I would not expect that people who travel to the Great North Woods or the White Mountains are really going up there to visit friends and family and relatives, given
the sparse population up there.

A  I would tend to agree and probably wouldn't have an overly large Business and Other segment either, yes.

Q  Okay. Thank you. In general, we know that people are creatures of habit. Are tourists creatures of habit? Do they tend to go to the same place year after year?

A  You know, in reality it's a broad spectrum. There's a large segment of the visiting public that is exactly the opposite. We want something, and we want something fresh, and I think even if they're going to the same area, if it's, one word we use in our industry very frequently, it's all about discovery and engagement. And so even if I'm going back to the same, I'm still looking for that new experience, that new discovery, and so while some -- and I threw out a number of 30, 40 percent, and, again, that can vary depending on the destination, can be repeat visitation but for most destinations, there's a large percentage of that visiting demand that is a first-time visitor to the area.
Q Okay. I mean, I get the concept of there's probably some sort of base level of people who go year after year. I am really interested in that first-time visitor. And Mr. Oldenburg kind of went down this road a little bit. First impressions have got to be the most important thing for a first-time visitor in my opinion.

A They are.

Q And it can be some little things that turn me off of going back or repeating my visit to a region. Would you agree with that?

A I think it's sort of the collective experience. But I can't disagree for some, I had a bad experience at a restaurant and that colored my entire trip. But I think the more typical situation is it's the collective experience. It's what was the lodge or the room that I stayed at, what was the mix of great experiences, what was the great hike. We had a great dinner at this location. It's that collective mix of experiences that form that first impression.

Q I'll use myself as an example. My family's vacationed in Lincoln for 25 straight years. If
I was traveling in that region and I ran into an unexpected traffic situation due to construction, I've been up there 25 years in a row. It probably wouldn't bother me. But if I was a first-time visitor, I may give pause and think about whether I would return.

There might be some of that position. I don't believe that that's the factor that drives that fundamental decision to say, you know, everything else about my White Mountains experience was fantastic. I had great accommodations, we had great culinary opportunities, we went to these great attractions, we did all of these great hikes. But I had a five-minute delay or whatever that might be or we were narrowed down to a single lane on some of the roadway, I believe the vast majority of visitors would look to that broader experience and not focus on the delay that was experienced with the traffic congestion or the construction.

I'm not saying that that doesn't play in and it doesn't have an influence, but I think it's these other factors that are much more
prominent in that decision to return.

Q Okay. I want to follow up on a question regarding SSI's survey information.

A Okay.

Q I'm not a statistician.

A Sure.

Q But you've mentioned a 95 percent confidence level plus or minus 5 percent?

A Correct.

Q Your survey team decided to shut down the survey at a certain point after you had X number of responses.

A Correct.

Q Why did you pick that number of responses? Was there a target going into your survey?

A Yes.

Q You wanted to get a minimum number.

A 450, and that provides, actually it's a little better than a plus or minus five percent, but we were shooting for the 450, and once we achieved that level of responses, that's when we said that that's the level of responses we need to draw the conclusions that we need to draw.

Q And was that so that, was picking that number to
get to the 95-5 or was picking the number to be
you wanted the survey to be representative of an
X-size population?

A It's both. The basic, we had the sampling in
these various geographic areas, and we needed a
sample size in that 450 that was our target
sample to provide again that roughly five
percent margin of error. So it was the
combination of saying here's the geographic
areas, here's the sample size that we're
wanting, and that that would provide us with
that plus or minus five percent margin of error.

Q And, again, I know you're not an statistician.
Do you know how big of a population 450
respondents supposedly represents?

A That's a very large population base that would
provide a plus or minus five percent. It would
certainly be representative of the population of
prospective visitors that we were going after,
that sample size would provide us that five
percent margin of error.

Q In my mind, I agree with Mr. Oldenburg. It just
doesn't just sound like a big number, and what
it's supposed to be is representative of a very
large population base.

A I've heard that response many, many times over my career. I studied stats as part of my business education, but that's not my area of focus. And I do believe that's sort of a typical how can this relatively small -- but the, this has been studied extensively and if the -- there are couple of caveats. The sample has to be random, there can't be bias in the sampling. The instrument can't be biased. But that scale, that size of respondents can provide a very accurate representation. So understand, and I've heard that concern, but again, Dr. Fesenmaier is one of the top of the top. He's done thousands and thousands of surveys, and we believe strongly that this provides an accurate representation.

Q Do you have your Supplemental Testimony with you?

A I do.

Q I think it's on page 6 of your Supplemental Testimony. Lines 22 to 26. Could you just read them for me?

A I'm sorry. On page 6?
Q Page 6 of your Supplemental Testimony.
A Okay.
Q Lines 22 to 26. Could you just read that for me?
A Okay. "As I stated in my Prefiled Direct Testimony dated October 16, 2015, while transmission lines can be a factor for some visitors, other factors influencing travel demand are much more influential. It is this combination of many factors including the range of tourism products, the ease of access, the value for money, the overall image and identity of a destination that drive visitors to a destination."
Q Okay. I think we've heard you many times reiterate that idea of the combination of factors. You really feel that that's what drives the decision.
A It's what I feel, it's what the Draft EIS cited, it's the factors that Plymouth State University outlines, it's the factors that the Maine Reliability Project cited when they noted the active and healthy experience that they were experiencing.
Q: I want to focus just a little bit on the part in there where you say the overall image and identity of a destination.

A: Sure.

Q: I want to explore that a little bit. You would agree that the Great North Woods currently has an image and an identity to itself.

A: It does.

Q: Very remote, very rural?

A: Correct.

Q: Not a lot of infrastructure?

A: Correct.

Q: Do you believe that a new transmission line would have a potential negative impact on the overall image and identity of a destination?

A: I think for a large percentage of the visitors up there that they wouldn't be experiencing the transmission lines. My understanding is much of the location of the transmission lines are working forest environment, and so I'm not arguing or suggesting that it adds to the image, but I believe the Great North Woods would still be a very remote, a very open, a very beautiful...
natural environment that many of those outdoor
enthusiasts would do much of the same, and as we
mentioned earlier, for some segments like the
snow machine or a hunter, some of the trails,
some of the access points to some of the areas
might actually be a benefit.

Q  I'll follow up on that in one second.

Do you share that same opinion in an area
where there currently does not exist a
right-of-way? Part of this in the North Country
will go through a new right-of-way. I'm just
trying to figure out how you can't say that
would have some negative impact in terms of the
identity and the overall image of the area.

A  Because I don't believe that, a large percentage
of the visitors aren't going to be directly
experiencing those transmission lines. There
are still going to be an amazing array of
recreational opportunities that are available in
the Great North Woods.

And again, I would just go back to some of
the examples that we've talked about, whether
Estes Park, whether Washington State, and,
frankly, there are a wide range of others where
they're viewed as beautiful areas. I mentioned we were in Colorado much of last year, and all of the folks going up to the mountains to ski, they're going and bypassing significant transmission lines that's part of the experience but they still believe Colorado is beautiful, they still come and they still recreate, they still experience the destination. And I just haven't been able to find any examples of where the presence of transmission lines, if these other powerful factors are present, that there's a negative impact.

Q In my mind, you brought up Estes Park again. I still have a hard time in my mind during the parallels between Estes Park and this Project in particular because what this Project is is 32 miles of new right-of-way, it is raising towers, poles, in existing right-of-ways to greater heights. So I'm not quite drawing the same parallels that you are, I think, with Estes Park.

A And maybe we just disagree on this, but in my mind, the Estes Park example is more directly in that visitor, they travel along that entry
highway, and mile upon mile upon mile they see the large transmission lines, there's the large substation. Yes, it's not directly in the National Park. I don't know the exact distance, but it's only 2 or 3 miles to get to the main entry of the National Park, and many, many of the visitors of the four million visitors who go to the park are staying in Estes Park. So that is much more of the area that they're overnighing, that they're shopping, dining, and experiencing. So I think that example, in my mind at least, is much more prominent and much more directly in a visitor's experience than much of what Northern Pass would be.

MR. IACOPINO: Mr. Wright, can I ask him a question about that?

MR. WRIGHT: Sure.

MR. IACOPINO: Are you aware as to whether or not the transmission line that you've just been speaking about is visible from vantage points within the park? So that if you are rock climbing or you are hiking, you come up to a peak, are you aware as to whether or not that particular transmission line is visible to the
1. user of the park?
2. A I don't have an answer to that question. Obviously, there's some very high elevations in
3. the park, and there could be view areas where you could look down on the town and see the
4. lines, but I don't know the specific answer to that question.
5.  
6. MR. IACOPINO: Thank you.
7. MR. WRIGHT: Actually, I think I was done anyways.
8.  
9. PRESIDING OFFICER HONIGBERG: Ms. Dandeneau?
10. MS. DANDENEAU: I have some questions. Do you want to take a break?
11.  
12. PRESIDING OFFICER HONIGBERG: Yes. Maybe it makes sense to take a 10-minute break.
13. (Recess taken 3:40 - 3:56 p.m.)
14.  
15. PRESIDING OFFICER HONIGBERG: Ms. Dandeneau?
16.  
17. **QUESTIONS BY SUBCOMMITTEE MEMBER MS. DANDENEAU:**
18.  
19. Q Hello. How are you today?
21. Q End of the day. I get it. Several of my questions have been answered so I apologize if
the questions that I ask seem like I'm all over
the place but here we go.

You've mentioned that you did your analysis
on a regional level. You've talked about that a
lot throughout yesterday and today. Not on a
specific business by business or specific
tourism industry or smaller scale level. And
I'm just curious as to why you didn't do it at
that finer scale level.

A I understood the question the Applicant was
looking to was the Orderly Regional Development
aspect of the Project and the effect on an
Orderly Regional Development, and that really
was driving and that we needed to look at the
potential impacts on a regional kind of context.

Q Okay. So then you also talked about driving a
large proportion of the route and scoping out
places like Bear Brook State Park and there was
maybe half a dozen specific locations or parks
or businesses that you mentioned earlier today.
What would have been the point of you taking the
time to do that if really you were at more of a
bird's-eye level for your analysis?

A I thought it was essential that I understood the
Projects, the positioning of the transmission lines to the key Projects, understanding the range and diversity, as I was talking earlier about substitution. If there was a construction issue or what have you, what other options and alternatives would that visitor have within that region. So I believe that understanding those individual and particularly the larger key products was very important in making a conclusion.

Q But you didn't collect discrete data from those places that you visited?

A No. Well, a number of them I walked and spent time in, but I did not study visitation trends or occupancy levels or those on a business by business basis, no.

Q So how did you, from an analysis perspective, incorporate the information that you had gathered? Sounds like it was mostly qualitative information that you gathered from those locations. How did you incorporate that into your analysis if there wasn't actual data to process?

A Sure. It was qualitative, I guess, is a
reasonable characterization, but it was, I thought, really important like in the White Mountains and the Great North Woods to understand sort of the range of products, the kinds of experiences in the area. As I mentioned, the proximity and the positioning of the Project relative to some of those key projects. If a visitor was potentially concerned with power lines or the construction, what other options or alternatives might they have within the region and and all of those facets together were sort of collectively considered in my ultimate conclusion.

Q Okay. In your report, let me see if I can find it real quick. In Figure 3-4 where you have the state broken up into the 7 different regions, my understanding was that this is the same breakup as the State's Division of Travel & Tourism?

A That's correct.

Q And why, what was the basis of how, I'll start with this. What was the basis of how they've broken the state up into these regions because from my point of view it's not by county. Is it by different townships?
You know, that's a good question, and I don't know originally what the rationale or the thought. I have worked with many states where they change the ways they featured. The example I gave earlier in working with Colorado, they're right in the process of redefining regions and using different approaches to define. I think in general, though, it's an attempt that experiences in a particular region would be somewhat similar.

The Lakes Region has a mix of products and experiences that were somewhat consistent and similar as is White Mountains as is Great North Woods. So if that prospective visitor is coming in and thinking about here's the kind of things that I would like to do that the state is grouped in ways that would help them understand the general kind of geographic region and the kinds of experiences that might be offered in these regions.

So is that why you chose to use those defined regions for your report also?

That is. It was also that that's the regional orientation that much of Plymouth State
University's historical research uses and incorporates those regions in much of their analysis.

Q Okay.

MR. WAY: I did have one question on the followup, the regions, and as we were looking or as I'm looking through Exhibit 45, as we talk, as we look at Figure 3.5, Figure 3.4, New Hampshire Travel Spending, 3.1, but then the other charts we're looking at or at least some of the other charts we get to in the other parts of the report. They are looking at it statewide, correct?

A Yes. Correct.

MR. WAY: So bear with me here because I'm just going down. Wasn't quite ready to -- that's okay. So when we look at, for example, visitor trip volume percentage charge, that's the state as a whole.

A That's correct.

MR. WAY: Annual total visitor trips, Figure 3.3, that's the state as a whole.

A That's correct.

MR. WAY: New Hampshire Visitor Industry,
MR. WAY: So there is an element of when we were saying at sort of the 10,000 foot statewide, it isn't just regional. It's statewide in a lot of cases.

A Particularly in some of the tables that you pointed out, but as you're probably aware, there's a wide range of the data that we would have reviewed from Plymouth State University that goes down into a regional basis and has that information over the last number of years which we would have also considered and analyzed and did not specifically have tables included here but there's a variety of the Plymouth State University information that would also be provided on a regional basis.

MR. WAY: So I'm just trying to get a sense. If this was supposed to be, if this is a regional approach, there's a lot here that isn't regional. So when I look at direct and indirect spending, I don't have an appreciation from a regional perspective.

A Well, the spending is shown there in Table 3-1.
within the various regions.

MR. WAY: In 3-1?

A Yes. That's the traveler spending in the different regions of the state. It's not, it doesn't identify the indirect and the induced numbers. I don't believe Plymouth State breaks those associated expenditures down on a regional level. They just have the direct spending estimate there. But the spending, while on Table 3-1 it's statewide, Table 3-1 is the spending on a regional basis.

MR. WAY: I don't understand. Oh, so we have Figure 3-1 and then Table 3-1. All right.

A Yes.

MR. WAY: Very good. All right. Thank you.

A Okay.

QUESTIONING RESUMED BY MS. DANDENEAU:

Q During Ms. Manzelli's questioning she had highlighted that you cited traffic delays as a number one barrier to tourism, and yet you said that you haven't done any specific analysis on this. And I'm curious as to why that is.

A No. I said I hadn't done any specific
construction impact analysis and traffic congestion, traffic delays, would have been part of the element as it related to the construction process. That that was an area that we didn't focus on in construction impacts.

I know I've noted this a number of times, but I believe that there is a mix of mitigation steps the Applicant plans to take that there certainly will still be construction-related factors and facets that occur, but, again, as we've discussed quite a bit here this afternoon, I believe that it's that broader range of experiences and understand that a five or ten-minute delay is not attractive to anyone, but I think it's put in the much broader context of the experience I have in the Lakes Region, Winnipesaukee or White Mountains or what have you, and it's that collective experience that really drives that visitor's experience.

One other point, and I know I've mentioned this numerous times, but in my work all around the country, there are construction activity going on at just about every destination I've ever worked in.
Q Sure.

A That's just part of the visitor experience, and you work to try and limit that disruption, you try and limit the delays, but I don't know of any destination I've ever worked with where construction and road improvements weren't at some part a facet and a factor that the destination had to work around.

Q Sure. I would agree with you from what traveling I've done recently also. However, there seems to be quite a bit of concern from both Intervenors and the Subcommittee about this sort of finer scale impact on tourism on specific businesses or specific areas of tourism, and so I'm curious and maybe this is a silly question, but I'm curious as to what level of effort it would require to do that finer scale analysis in terms of time frame, in terms of effort. Have you done that sort of analysis before?

A I have not. I would anticipate that would be a very extensive, if you're trying 192 miles and hundreds and thousands of businesses and trying to develop estimates for each one of them that...
would be quite an understanding.

Q All right. Thank you. I have a question about the survey.

A Okay.

Q We've heard, several people have talked about the questions about power lines of which, I think, if I recall correctly there was two. A single question in two different areas of the survey. Why did you choose the term or phrase "power lines." I think either earlier today or yesterday, you had said something about not wanting that term to be misleading or loaded. So I'm curious as to why you chose that term, "power lines."

A I think most respondents, that's what they relate to, and certainly it can have varying scales and sizes, but that's the terminology that most general persons would understand. It's helping them understand the general issue of power lines and the presence of power lines. We thought that was the best terminology, the best characterization for that user or that respondent to understand the general orientation that we were talking about.
Q  So do you think when a general member of the public reads the word "power lines" they're thinking about an 80 to 100-foot lattice structure or monopole or do you think they're thinking about the 30 to 40-foot wooden structures that are along most highways?

A  I believe it could be both. And again, we didn't get into you're going to see this for five seconds as you go under on the freeway versus there's going to be 7 miles linearly along this small local highway. We just didn't get into that.

And, again, I believe what we were after here was the, in our minds, a really important issue of understanding how power lines, cell towers, traffic delays, how are those thought of. These, you know, areas that the majority of travelers would not desire and would say no, I don't like it, but it's putting those in context with, again, these other ones and that was the real focus of the survey and trying to understand those dynamics and those comparisons, and that's why we approached in the way that we did.
Q So can you say that again, the real focus of the
survey was to what?

A Understand how the presence of power lines or
traffic delays or cell towers were considered by
prospective visitors in their decision to
potentially choose New Hampshire and have a
better understanding of how those issues
compared or related to some of these broader
issues of the diversity of products and the ease
of access and all of those kinds of facets.

As I mentioned earlier, that has been my
experience in 20 years. That's what the Draft
EIS, that's what I've seen and we undertook this
survey to look more specifically at prospective
New Hampshire visitors and see what that
correlation or that representation between
factors like power lines, visible power lines,
to some of these other factors, how that related
to these other factors.

Q It seems to me that the use of that term and in
the context that you just described could
actually be a little bit misleading, and I'll
explain why I'm thinking that.

Just a little bit before the break, in
fact, immediately before the brake, Mr. Iacopino
had asked if in Estes Park if you could see any
of the larger transmission structures in the
Estes Park area from the Rocky Mountain Park.
And you had said you weren't sure but that there
were some pretty high areas, perhaps looking
down onto the park they could see those
transmission structures.

And when I think of that, if you're up at a
high level looking down on to a developed area,
any one of those particular individual
structures, the substation included, probably
doesn't stick out very much because it's part of
this larger landscape from a high, sort of
bird's-eye point of view, none of that is going
to, not one particular feature is going to be
very distinct.

Versus, for example, I'm from Coos County.
One of my favorite fishing spots is Dummer Pond,
and part of the new right-of-way is going to be
coming right down by Dummer Pond and you're
going to be able to see several transmission
structures from Dummer Pond. They're both power
lines, but the impact of the location of those
power lines to me is vastly different, even though you can see them both from the two examples that I just described.

So how are you really getting at people's view of power lines as part of the larger fabric by the two questions that you asked as part of the survey?

A I think the survey and the survey questions position that visitor's perspective of power lines, and I think in many instances, that visitor, is it a 40-foot or a 50-foot or 60-foot, they're not differentiating. They see that. To some visitors having the smaller transmission and power line directly adjacent mile after mile after mile is much more intrusive and negative than a long viewshed. We didn't try and differentiate between all of those different perspectives. We were trying to understand how power lines were generally thought of and considered in that decision process and help us better understand what would that relate to in terms of some of the other elements that they might experience and whether it was traffic delays, whether it was cell
towers and how does the presence of power lines relate to these other factors.

Q Not to beat a dead horse, but do you think that if you had chosen a phrase like "transmission line" or "lattice structures" that the responses would have been different?

A Frankly, I think for many respondents they wouldn't know what lattice structure, what we're referring to or what we're talking about. So I think, again, part of the goal here was language that a typical respondent would understand and certainly there could be variations in terms of what would come to their mind with that term, but it was a term that we believed most respondents would understand.

Q Excellent. Thank you. Actually, that's all I have. Thank you very much.

PRESIDING OFFICER HONIGBERG: Ms. Weathersby?

QUESTIONS BY SUBCOMMITTEE MEMBER MS. WEATHERSBY:

Q Good afternoon.

A Good afternoon.

Q Thank you for so patiently going through all of our questions.
A Sure.

Q I have a very sophisticated sticky note system for trying to organize these topically.

A Okay.

Q So I'm not sure how successful it's going to be. Concerning traffic, you've said a number of times that you don't believe that the construction delays as a result of this Project will really influence the visitor's decision to come to New Hampshire because there's a whole mix of other factors and other things are more important. Did I summarize that generally correctly?

A Yes, I think it's a fair characterization.

Q I'm wondering how that reconciles with your section in your report where I think it's Table 6-4 that indicates the possible traffic delays or the number one barrier for I think it was 19 percent of visitors.

A Certainly. Yes. That's a barrier, and as I've noted, I don't think it's appropriate to look at that number in a vacuum. You also have to look at how those respondents would have responded to what are the positive factors, how important are
they, how significant are they. And certainly understand that traffic delays, power lines, wind turbines, commercialization. For some percentages, that could be a barrier.

But our point is that we don't believe it's appropriate to look at that response solely individually. You have to recognize that that's one piece in a very involved decision process that that typical visitor would have, and they'd be considering all of these other factors and variables as well, and as I've mentioned numerous times here now, but I believe it's that collective mix of much more powerful variables, the same variables that are pointed out time and time again in other documents and other experiences. That I believe that while that's a barrier, while it's an issue, it's put in context with all of the other aspects that New Hampshire offers and that that visitor would still come to the state. They certainly might try and choose a different route or go to a different location, but I believe they'd still come, they'd still recreate, they'll still spend their money, and it's these broader destination
attributes that try the fundamental decision.

Q Okay. So even though almost 20 percent of the folks that would come here say that a critical and very important barrier to going to a destination is the traffic delay, that they would still come because of these other factors. That's your position.

A Yes.

Q Okay. And is that also about one-third of the respondents in your survey also indicated that ease of access was a very important attribute to them. So I'm guessing that your answer is basically similar, that even though ease of access may not be so easy because of various delays, that they still will come because of the combination of factors. Is that your view?

A Ease of access I think for many of the respondents, it's that I can get to New Hampshire easy from many of these surrounding feeder market states, and that it's easy to get up to that. They're not talking so much about the last few miles to get to their hotel or whatever. It's that I live in Massachusetts or one of the other surrounding states, and I can
get up to New Hampshire. It's convenient, it's easy, there's a broad range of things to do.
And even though traffic delays was a barrier, two thirds saying it's the great value for the money, the broad range of things that I can do in New Hampshire, the great recreational, the cell phone, the ease of access. Those three, four times some of these barriers, and, again, it's that collective mix of offerings.

Q So it's ease of access to the state generally rather than ease of access to a particular destination.

A I think that's what most of the respondents would have been thinking when they answered that question.

Q Quick thought to share with you here concerning the Cascades area?

A Okay.

Q You indicated that you had no example of how power lines have affected a visitor's experience in that region, and I just decided to Google the area and see what it looked like. And one of the very first things that popped up on my screen here was this review I'm going to read to
you. It's a Trip Advisor Review from someone
who visited November 2013. Her name was Ann F
from Sioux Falls, South Dakota. It's a review
of the North Cascades Highway. That's the area
that you indicated --
A Yes. That's correct.
Q So this is her review. I'll try to read it
slowly. It's titled "Beautiful view, marred by
power lines." It's reviewed November 9, 2013.
"This would have been an absolutely spectacular
drive if it hadn't been for Seattle City Light.
The National Park actually is split in half with
a narrow corridor along the highway for
industrial and commercial operations. There's a
big dam on the Skagit River that belongs to
Seattle City Light. There are transmission
lines everywhere. In addition, there's a small
town that has sprouted up along the highway to
support the power company. It is very much
ruined by the untouched beauty of the region.
The park is free, but you have to pay for a
trail pass if you want to hike in the wilderness
areas."

Do you agree that the power lines have had
no effect on that visitor's experience?

A I don't believe I made that statement. I said that there was a very successful Scenic Byway, the Cascade Highway, which is one of the most popular and prominent Byways in the state, and it had prominent power lines. I certainly am not making a representation that some individuals might not be attracted or have a negative perception to the transmission lines. What I'm saying is in general it's that much broader and my point here is on that scenic byway. The state very heavily promotes that as one of its key Byways. It attracts hundreds of thousands of travelers each year. There's a significant amount of recreation that occurs at that lake. And I'm certainly not saying that there aren't individual responses of such as just what you read.

But my point is that it's a beautiful state, it's a beautiful Scenic Byway where there are hundreds of thousands of Washington visitors that take advantage of that experience and that while the transmission lines are a part of that experience and parts of the Byways, there's
significant beauty and for the vast majority of those travelers they travel that Scenic Byway because of that broader array of experiences that it provides even though there are transmission lines.

Q Do you think this tourist from South Dakota is likely to travel to that area again?

A I would anticipate not from the reading and the characterization that you provided.

Q Do you expect that maybe tourists that come to New Hampshire that are hoping to experience natural beauty that see the power lines and also may not come again?

A Sure. But there are power lines all around Colorado. The example that I provided earlier as you're traveling up to the ski area in a wide variety of other destinations, again, in my experience many of these have the large transmission lines. They're still viewed as very attractive, very positive destinations. But again, I'm not trying to make a representation that there aren't individuals who might be turned off by that, but I think the vast majority of visitors look to that broader
experience, and that's why there's hundreds of thousands of people that experience the Scenic Byway there.

MR. IACOPINO: Just before you ask the next question, for the parties, Ms. Weathersby is referring to a Trip Advisor on the North Cascades National Park website. I have the URL here, it's extremely long, but we'll email it to everybody so that you have it so you can see the exact spot that she's drawing from here. Thank you.

MR. REIMERS: Mike, will that become a Committee Exhibit?

MR. IACOPINO: I guess so. I mean, I guess so. It's in the record.

BY MS. WEATHERSBY:

Q Your primary work, as I understand it, is advising clients how to increase tourism to an area, maximize their marketing budgets, that sort of thing, is that correct?

A Yes. Maximize the industry power and that can be defined in lots of different ways. Sometimes it's on a pure volume kind of basis, but as I mentioned yesterday, sometimes it's trying to
attract visitors who reinforce other economic clusters that they're trying to attract or certain visitor segments they're trying to, so it's not purely a volume number. It can take a variety of different areas.

Q Sure. And I think I've heard you say you've represented municipalities, convention bureaus, states, a variety of types of clients.

A Sure.

Q Have you ever advised a client to bury power lines? Particularly, say, downtown Concord has just buried their power lines to improve the visitor experience. Is that something you've advised a client to do?

A I have not, no.

Q Concerning your survey, it's part of your analysis in your report, do you have demographic information for the survey participants? I know you've asked questions about it, but are you able to share with us today, say, the income groups, the 450-odd participants, what categories they are. How many between 18 and 30. Do you have any demographic information?

A Those questions, demographic questions were
asked. I don't have them in front of me now.

Q  Is that part of the information you'll be providing us with the results?

A  Yes. Correct.

Q  When a participant was given the survey, this was all done electronically or were they given paper?

A  Electronically.

Q  And when it came to their screen, was it like a page-by-page basis or how did it appear to them? The participants?

A  Sure. On the panels, so they would have agreed to participate in the survey and then depending on the question and the question length, they might answer one or two of the questions on a page and would click a next button, and it would go to the next set of questions.

Q  So were the pages that they would see the same pages that we're seeing?

A  Essentially. This is a Word document but it's essentially that in electronic form.

Q  There seem to be two key questions concerning the whole purpose of what you've said is the purpose of the survey. How power lines may
affect a visitor's decision to come to the region, that being question 2.5 and 2.6. Given that that question is so important, I'm curious why Question 2.5, if a page pops up, the question concerning power lines is split between pages. I mean, it makes it even more, if you look at Question 2.5, the page ends, the destination has visible power, and they have to answer. And then the next question goes on lines in certain areas with no dots. It's just seems like it's confusing.

A The Word version of the survey is not how the survey is seen on screen so you're not going to another page. That's fully on a single page on the electronic version, and in the situation that you noted on that particular question, those elements would vary so they wouldn't always be in the same sequence to ensure there wasn't bias introduced by the consistent listing, and so it would have all been on one page and those examples would vary depending on the respondent to ensure there wasn't, as I say, bias in the sequencing.

Q Okay. Great. And I'm curious, for all of these

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questions, there's a number attached to the benefit or the barrier, the horizontal bar, and then there's numbers listed for each of the factors. Can you tell me about what those numbers are used for?

A That's in the frequency report so when you see the various answers, you can see here's the element with this number and here's the response of how many answered. 3 or 2 or 1. So each of the words are given a numerical designation as well so on the frequency report, you can interpret the answers using the numbers that you're seeing there.

Q And would the survey participant have had those numbers on their survey as well?

A I don't believe so.

Q Okay.

PRESIDING OFFICER HONIGBERG: Can I follow up on that survey?

MS. WEATHERSBY: Yes.

PRESIDING OFFICER HONIGBERG: I have a question about Question 2.5 and the survey and probably similarly about 2.6. When you look at the question, the intro to 2.5, it asks about
the factors and how important are they regarding whether or not to visit these places. Putting aside the grammar issue of putting whether or not, the implication is you've got positive and negative attributes here, and when I get faced with surveys like this and we've all seen things like this, I can't tell whether you're looking for me to identify the ones that are good or bad. So you've got a potential confusion in the way the question is worded, and then potential confusion in identifying positives and negatives. There's something like 15 attributes, and three of them are probably objectively negative to most people. A couple are maybe ambiguous because the one about being close to home, that might be a positive or negative for some people. And you've got some that are clearly positive. You've got words like great in there. Very qualitative word. Identifying something that's a really important good thing. So this whole thing strikes me as confounding on many levels. Is this a typical way of putting something like this together?

A Sure. A five point scale.
PRESIDING OFFICER HONIGBERG: We've all seen five point scales. We've been dealing with those since we started taking standardized tests in second grade. So that's not an issue. But I'm talking about having positives and negatives with an ambiguously worded introduction.

A Well --

PRESIDING OFFICER HONIGBERG: You don't have to agree with me that it's ambiguous.

A The point of trying to understand the power of a particular attribute and the way we characterize it there in that question is that a barrier and what level of a barrier would it be. Is it sort of indifferent. Is it an important attribute. We felt it provided very good insights in terms of what drives that visitor's perspective, what would drive their decision to choose the State of New Hampshire.

PRESIDING OFFICER HONIGBERG: So something that's, for example, place that offers good value for money, that's clearly a positive attribute. That's not going to be a barrier, but you're looking for people's reactions to the positives and people's reactions to the
negatives, hoping that they'll be able to sort the two out as they go?

A  But how strong is that positive. Is it, yeah, it's important, but when I put it in relation to great things to do or great food and retail, it's understanding not just that it's good but how does that factor relate in terms of prioritization with these other factors. So it's not just is it positive or negative. It's what's the power of using that five point scale to either understand how negative or how sort of middle of the road or how positive.

And again, I would sort of come back to that point that what comes up as these very powerful drivers are that the same things that we see are the same things that are referenced in many of the other areas that I cited, and the point that yes, we recognize and acknowledge that some of these other factors are seen as barriers, but through this process, we're able to get a better understanding of the scale of that power of that factor in relation to these other broader destination factors that, again, we believe are much more prominent and much more
powerful in that visitor's decision to choose New Hampshire.

BY MS. WEATHERSBY:

Q. Similarly, first let me ask a general question. As people are going through this survey, do they have a chance if they after reading the next question they realize oh, maybe I answered incorrectly on the question above, can they go back or is it just a linear process?

A. I think they can go back.

Q. They can go back and change their answers. Okay. Similarly, a little bit of confusion with Question 2.6. How often have you made your decision to visit a destination based primarily on each of the following factors.

So this is asking for the primary reason for actually deciding to visit. And of course one of the options is the destination has power lines in certain areas. So even if they choose "never" which would be the response of someone who, I would think most people would choose never because that would, you know, why would someone choose anything other than never unless they're power plant aficionados. They have to,
the destination is chosen based primarily on the presence of power lines. And if your purpose was to determine whether power lines had a detrimental effect on their decision, why didn't the question read or why wasn't there a follow-up question concerning decisions not to visit the area.

So there's a lot of things in there. Do you agree with me that very few people would choose anything other than never when the question asks destination based primarily on the destination has visible power lines in certain areas.

A I think I might just answer in a little broader. The first 2.5 was to try and understand that on a scale of barriers or middle of the road or a strong, and then asking that question in a slightly different way, saying just how much of this was a primary factor in your decision to travel. So it was just another attempt at trying to understand the level of significance, the level of importance of that. So we knew it was a barrier or a strong attribute, and then that question was more to try and understand was
this a primary factor in your travel decision.

Q But if someone in 2.5 had said it was a barrier, where do they have an opportunity to tell you that it's a primary decision for me not visiting the area?

A That's in that Question 2.6.

Q Well, 2.6 says, they would just choose never. The choices are, again, the question is how often had you made your decision to visit a destination based primarily on each of the following factors. And it's visible power lines. So they can choose never, sometimes, quite often or almost all the time. So if they were going to visit the destination, this is not "not visit" so if someone didn't like power lines, their only choice is never, and you never get to answer the flip question of how often have you made your decision not to visit a destination based on visible power lines. Do you see what I'm saying? It seems to be not an opportunity for the followup which was really part of the key reason for the survey.

A I don't have the wording of the question on my screen. Maybe if I could get that pulled up.
PRESIDING OFFICER HONIGBERG: I think it's Exhibit 227.

MR. IACOPINO: Joint Muni 227.

PRESIDING OFFICER HONIGBERG: I think the wording of 2.6 is on page 9 or 10. 9, I think.

A I think how often have you made your decision to visit a destination based primarily on each of the following. So the presence of power lines, how significant, how important was that. And, you know, they could say it's never been a primary factor in my decision on choosing a destination, sometimes, quite often or almost all the times. So it allowed us to get a better understanding of the level of importance as a priority that they would make their decision of where to travel based on if there was the presence of power lines.

Q So you're saying that someone who would not, assuming they didn't like power lines, they would choose almost all of the time? How would you know whether that was something they were choosing to visit or not to visit the way it was worded?

A I would take it that typically it would
influence my decision to travel and would play a
very important role. My expectation, strong
expectation, is that I would not choose that
location if that was a primary factor or facet.

Q  Do you agree with me that this would have been
more clear if there was a question about
choosing to visit an area and a question or
choosing not to visit an area?

A  Possibly. I think this presents it in a broad
kind of context. Wording it the way you're
suggesting could have clarified it.

Q  If the primary driver of this survey was to get
people's opinions or to find out how the
presence of transmission lines impacted a
person's decision whether or not to visit an
area, we've already discussed why you chose the
word power lines over transmission lines, but
why are there only two places that power lines
even comes out? Why aren't there more
questions? Why isn't it, why don't you talk
about the presence of towers or show a picture?
Before and after. Would this influence your
decision to stay in this locality. Little more
meat there.
A: I understand what you're saying. The reason we did not use simulations or visual, we were looking to try and understand where those power lines are positioned relative to the much broader range of factors. So it wasn't just an issue of is this more visual or do you like it or don't like it. The issue for us was to understand how power lines are seen by today's travelers, by New Hampshire travelers, as either a barrier, an attribute, indifferent and how does the presence of, and, again, I know we're talking about power lines, but we also wanted to try and relate how that visitor would perceive power lines relative to cell towers, relative to commercialization, relative to traffic delays, and again, to understand not just I like this view better than that view. It's understanding how transmission lines play into that fundamental travel decision to choose New Hampshire as a destination, and that was a key goal we had in the survey, and that's the reason we approached it in this fashion.

MR. WAY: So you're saying you really didn't want to lead the witness in the survey.
You wanted to find out what their impressions were of power lines and how that would affect their tourism decisions?

A Correct.

MR. WAY: But as you take them through the process and you have your questioning, and I agree with Ms. Weathersby that there's ways that this could have been done in a different form. As you're taking them through that process and getting that data, then you could have introduced the idea of transmission towers and given them a little bit more of an idea of what was being proposed. And then you would have gotten a second view of how they might have reacted to that.

So you have their general impression of power lines, not transmission lines, but now we're taking them to a process where you say okay, and now this is what is being considered. How would this affect your decision now. Does it change. Because then if they say well, it's not going to affect my decision in any way, shape or form, I think that's pretty powerful, but it doesn't do that.
A. That could have been an approach that was considered. Again, we were focused on trying to understand the general orientation of power lines, and again, I think that point of asking a question purely on that one single facet is not appropriate. You have to understand that in the context of all of these other facets and factors, and that's what we were really after in this survey.

MS. WEATHERSBY: Okay.

MR. OLDENBURG: Can I butt in?

MS. WEATHERSBY: Sure. Please do.

MR. OLDENBURG: I'm going to pile on. Dawn, could we go up to Question 2.4 which is on page 6 of the PDF?

So this is the question where you ask what's important to people, and it's just a list. So these are all things that people could choose from as a positive. I want to go boating. I want to go bird watching. And it's pretty simple to understand what the intent is.

But when you go back to the other page, whatever it was, on page 9, Question 2.5 or Question 2.6, I look at that and I say a place
that offers easy access. Well, to me, living here in Concord, Plymouth has easy access. I hop on Interstate 93 and I go for 45 minutes and I'm in Plymouth. It's easy access. Or it's close to my home. It's not close to my home. So I have in one question, I have a yes and a no answer.

And it seems to me like there's others like that. Like I see a large commercial or industrial development from the highway, well, if my trip is two hours long, from what highway, what's my perspective of seeing that, is it two miles from my home and I don't really care. But the very next question is the destination has little commercialization. So I'm like, I read those, and I'm like I'm confused. I don't know, I don't know what the first question is asking, and I know what the second question is asking, but I don't know if they're related.

A I think the first question where you've talked about ease of access or close to home, in our experience that's a very frequent factor that visitors use in terms of just how easy is it to get there. We did not try and narrow that down
in terms of number of miles or exact proximity. It's a general statement. And how important is that factor that New Hampshire, I can get there, it's close, I live in Massachusetts, I live in wherever that might be, and I can get there easy, and that's an important attribute and how important and how does that factor relate to the amount of products and experiences or the value for the money. And for us it helped us understand the power and importance of these attributes relative to the other attributes.

MR. OLDENBURG: It just seemed like the 2.4 has a very easy list to understand of what's important. It could have been just as easy to create a list of the negatives and then see how power lines rate in the negative. So if you had a list of lack of shopping, lack of dining, visibility of cell towers, visibility of high voltage transmission towers, lack of outdoor recreational activities, lack of cell phone service, traffic delays due to congestion. You list all the negatives and see how that rates. I would think that would be a better indication of how high voltage transmission
towers or lines would rate in the negatives
instead of mixing up positives, negatives.

A It's certainly a different approach. I believe
the question we were trying to understand is
what are the factors, both positive and
negative, that would influence that decision.
And asking the question in that question format
we felt provided us an understanding of the
scale of either positive or negative than just
how powerful those either barriers or attractive
elements were.

MR. OLDENBURG: I just think the questions
were confusing, and that's why you had people
say one of the benefits is traffic congestion.
I think there's a percentage of people that
misunderstood the questions and answered them
probably not the way they really intended.

A Okay.

BY MS. WEATHERSBY:

Q Okay. I think I'm going to leave the survey
you'll be happy to know. Just some more general
questions I guess about your analysis.

It seems to me that different types of
tourists to New Hampshire may have different
opinions about the presence or absence of the
Northern Pass Transmission Project. If I'm
coming to North Conway to go shopping at the
outlet mall, I care about what's on sale and
does Nike have my size. But if I'm coming to
North Conway, North Conway is probably the wrong
example. If I'm coming to the White Mountains,
and I am hiking, and I want a wilderness view
from the top of the mountain, and there's going
to be towers there, do you agree with me that
different types of visitors may have different
feelings towards the presence or absence of
transmission towers.

A  Sure. That's possible.

Q  And did you do any analysis concerning the
different tourism industries in the State of New
Hampshire as far as like how many are coming
here to hike, how many are coming to fish, how
many for shopping?

A  Yes. That was part of the Plymouth State
historic data, and, again, in our survey here
we're asking the kinds of activities and
interests that that visitor might have.

Q  In the survey data, do you have that analysis of
everyone who said they are coming to hunt, you
know, how all of the hunters, how do all of the
people who answered that question answer the
rest. Do you have the data able to be
manipulated in that way?

A  It's possible to do it. We didn't do a whole
range of cross tabs. We were looking at it in a
more aggregate basis and believe that the random
nature of the survey provided a broad mix of
interest and activity levels and presented it in
an aggregate that there is the potential of
doing cross tabs and looking at it in a more
fine level. We haven't done that at this point.

Q  Okay. I share some of the concerns I guess that
have been raised concerning the kind of macro
level of the analysis. It seems to me if we're
trying to determine the impact of the Project on
tourism and tourism businesses, not give you my
opinion, but do you have information concerning
the top 100, top businesses, tourist
destinations in the State of New Hampshire? Is
that information available to you?

A  Yes. In the major attractions, yes.

Q  Did you go through that list and see which ones
will have visibility of the Project and how the
Project might affect them?

A Yes. We looked at the proximity of key
attraction, key products and the proximity to
the line.

Q And other than at the listening session, did you
visit with the businesses, did you talk to them
about their concerns, did you do any kind of
economic analysis of how they might be affected?

A Sure.

Q Was there anything beyond looking at it and then
the listening sessions?

A There was a wide range of responses and
materials that were received by the Applicant
that we reviewed. There was a wide range of
newspaper articles and letters to the editor
that we reviewed. I believe we got a very broad
understanding of the range of concerns, how
those concerns were being presented, and that
the listening sessions again, while they were
limited in terms of the numbers, they were
senior level persons who represented a broad
array of the industry and we felt could give us
a good understanding of some of the diversity of
thoughts and ideas.

Q Would your analysis have been more complete if you had met with representatives from more top tourist destinations?

A I don't think we would have revealed concerns or issues that we haven't heard or that we didn't take into account. I believe the steps that we undertook, the range of processes to understand factors and concerns that we had a very strong understanding of sort of the diversity of perspectives and the rationale behind them.

Q I also understand other than the New Hampshire Tourism Council and a brief meeting with the State, you didn't meet with Chambers of Commerce or other tourism agencies in the state. Is the reason for that the same answer you just gave?

A Yes. I believe there was one or two other Convention to Visitor Bureau folks that we had discussions and dialogue with. The communications from other towns, other communities, would have been the written responses that they provided to the Applicant and reviewing those materials but not meeting one-on-one.
Q Which of those other councils or entities did you have discussions with?
A I was talking about Convention and Visitor Bureaus in Manchester, and I believe like up in the White Mountains, the White Mountains Association is the marketing arm and the entity that coordinates those kinds of effort and activities. So it would have been the White Mountains and the Manchester Convention Visitor Bureau.
Q And you met with them, the Manchester Bureau, even though the Project doesn't go through Manchester?
A Understanding the perspectives and attitudes of the tourism industry in this region we felt that that person could provide another perspective and thought in terms of how the industry perceived it.
MR. WAY: Quick question. I just wanted to go back to that last point you made about, and I think it's always good to have other voices in there. But reaching out to Manchester, I mean, I can certainly understand them weighing in on a lot of the aspects that we've talked about to
date. How much value did they have with regards to offering their input on tourism?

A They're one of the more prominent communities, and cities have significant tourism and business activity in the city, and it was just one additional voice that we heard and got a perspectives from.

Q And I didn't want to, I didn't mean to imply that they didn't have a major tourism component. I'm wondering how much they had to offer about the pathway of Northern Pass, the tourism impact.

A No. They talked more about how the industry in the southern parts of the state viewed the Project and general perspectives and talked about it more from the businesses down in the southern portions of the state.

Q Certainly. Were they part of the listening sessions?

A It would have been in the Concord -- there weren't many, and it was representatives from one of the theaters in Manchester, the representative from the Hotel and Lodging Association, and then the CVB Director.
Q. Was there anyone from Concord in that meeting?
A. I don't believe so.

MS. WEATHERSBY: I don't think I have anything further.

PRESIDING OFFICER HONIGBERG: I don't have much.

QUESTIONS BY PRESIDING OFFICER HONIGBERG:

Q. Much of what you have relied on, it seems, both from the written report and from answers to questions is your experience. You've been doing this for a lot of years, you've looked at a lot of places, you've seen a lot of projects. I'm not wrong about that, am I?

A. I believe there's much more than just my experience that we took into consideration.

Q. Would you say it's half your experience and half more objective data?

A. No. I would say, you know, maybe 20 percent that's the literature and the experience around the country, around the world, and not being able to identify any other examples anywhere that demonstrated this effect was not my own experience. It was looking to see if there were experience in other areas.
Q So it was really the lack of experience with the comparable that allowed you to move in this direction?

A That no one else that we could find was able to demonstrate this correlation that transmission lines directly influenced demand of tourism destinations. That transmission lines have been developed all around the country in sensitive areas as well as around the world, and in all of those instances, there was no research, there was no studies that documented that relationship.

Q So that lack of documentation for relationship is part of the basis for your conclusion?

A That I could find no other example anywhere in the world that could show that relationship. That was one piece that was certainly beyond looking at the actual experience with the old Phase II line 30 years ago, but even more relevant in today was the vibrancy and the health of the Maine Tourism Industry after five years of construction in the Maine Reliability Program. This general understanding of visitors and how they decide and what factors they use to
decide. Well, part of that had been my experience.

It was also looking at what the Draft EIS found and cited in a very similar fashion. Again, the example that we talked about yesterday with Maine citing those same kind of factors, and then undertaking this kind of survey where we better understood how power lines were related to the broader range of facets and factors that would influence.

So while my actual experience was a piece of my, it was the collective mix of initiatives and processes that we undertook to try and answer that question.

Q So in the art versus science spectrum or continuum, where does this fall? This type of analysis. Is it more towards the science end of things, more towards the art end of things or somewhere close to the middle?

A Probably in the middle. The lack of actual research demonstrating the ability to show the frequency that that's the conclusion in many of these where they don't believe it will have an effect on it is not measurable. Again, the
experience directly adjacent to us here with Maine and a very comparable state, very comparable orientation of beauty and attractiveness, attracting many of the same visitors and their extremely strong performance after they've experienced a very similar project with construction going on for five years and their ability to maintain a very healthy and vibrant, all of those combined, again, a mix of science and art.

Q Is there more you would have done had you had an unlimited budget and unlimited time to answer the questions you were asked?

A Well, as we've talked about today, there's all kinds of steps. I don't know of anyone who has taken this approach where you're going down business by business, but --

Q That's a question. Do you think that would have been valuable? Really what I want to know is you're been asked about a lot of things you didn't do.

A Yes.

Q Do you think any of those things would have been valuable?
A  I don't think it would have added any additions to our fundamental conclusion about impacts on a regional basis. It would allow us to speak more specifically to the impacts on any particular business, but I don't think undertaking that much more extensive process would have related in a different fundamental conclusion that we came to as it related to regional demand.

Q  Setting aside the things that you were heard and were asked about specifically, in thinking about the work that you were asked to do and the work that you did, is there anything you wish you could have done that you didn't do?

A  I guess in terms of some of the discussions we've had, just having potentially some additional perspectives. If we could have gotten a better turnout at some of the listening sessions, that would have been a plus, but, again, even with that, I believe that it wouldn't have identified issues or concerns that we weren't aware of, but having a broader range of participants in some of those sessions would have been an attractive addition.

Q  Circling all the way back to some early
questions from Mr. Pappas, you and he had some
difficulty with the hypothetical nature of some
of his questions, but I just want to make sure I
close the loop on a concept that the two of you
talked about, but I want to make sure I
understand your answer.

A Okay.

Q You are generally of the view that most people
wouldn't consider the presence of the power
lines, transmission lines, relevant to their
decision making, correct?

A To their fundamental decision to choose their
destination.

Q For those that do and there is a percentage, you
would agree, correct?

A Yes.

Q Overwhelmingly in that cohort, that's a
negative, right? There may be a few electricity
transmission nerds who want to see things like
that, but, generally, the overwhelming
percentage of that cohort, however small it is,
it's a negative. Right?

A Sure. It's either indifferent or negative.

Q We've put aside the people who don't care.
Okay.

Q  Just cutting those people out.

A  Okay.

Q  Maybe we're talking about a 10th of one percent of the population, maybe we're talking about 20 percent of the population, maybe we're talking about 80 percent of the population, but however big that cohort is, the people who care, it's a negative, right?

A  I'd agree with that. Yes.

Q  Okay. That's all I had.

PRESIDING OFFICER HONIGBERG: Does anyone else on the Committee have any questions before Mr. Iacopino goes? Mr. Iacopino.

QUESTIONS BY MR. IACOPINO:

Q  I just have two questions for you, Mr. Nichols.

The first is all the way yesterday, many moons ago, you discussed, I believe it was with Mr. Pappas, you were talking in terms of studies that tried to determine what the impact of transmission lines or infrastructure, large infrastructure, the effects of that. And in 2011, the Granite Reliability Wind Farm was built up in Coos County with I believe 33
three-megawatt wind turbines, and in 2012 the Groton Wind Project was built in Groton, New Hampshire, which is right next door to Plymouth with 24, I believe, two-megawatt wind turbines.

Did you at any time try to determine whether or not either of those two large infrastructure installations affected the tourism in either of those areas or in the region generally?

A Those came up in some of our discussions with some of the individuals up in the North Country, and there was sort of a diversity that they didn't believe that it impacted fundamental demand. Some were actually intrigued by them. There were some comments, but no one cited them as a significant barrier that had negatively influenced travel up in the region.

Q Did you undertake any research to determine, for instance, if tourist spending increased or decreased with the installation of those two facilities?

A No. We did not do that analysis.

Q Okay. The other thing is the experts for Counsel for the Public, Kavet & Rockler, they
were pretty critical of your methodology and
your report, and I know that you filed
Supplemental Testimony in response to that. Is
there anything that you wanted to add to that
that's not already in your Supplemental
Testimony?

A Yes. Many of the items that they identified, I
believe, were minor that did not change
fundamental conclusions in any regards. I
believe they mischaracterized the listening
process and characterized it that we were trying
to present or promote the Project, and that was
completely inaccurate. It was all about trying
to try to connect with a limited number of more
senior level and have the opportunity to go in
greater depth.

They talk about the lack of actual
secondary research demonstrating those impacts
was not because there is not that relationship
but just that no attractive destinations would
ever have transmission lines develop near them.
That's an area that I have a strong fundamental
disagreement that the lack of actual research
demonstrating that is that no one's been able to
find an example or demonstrate that example
where that actually exists.

The Maine and the SIC code analysis,
whether it's a simple average or a compound
average, the fundamental conclusion was still
the same. The counties in which the Project,
the Phase II line was developed, the number of
establishments grew at rates above those that
didn't have any of that construction. And while
there were a variety of other factors, national
economic trends or other things that would have
impacted that was one of the things that they
raised by benchmarking a set of counties with
the transmission lines and without, we
controlled for those broader macro differences.

And we believe that the Maine Reliability
Program is an important example of a very
similar experience with large transmission
project and extended construction time that
shows a very real world example directly next
door.

And their final element was on some of the
survey, some of the issues that we've discussed
here today and, again, as a final point, I
believe it provides support for the same fundamental conclusion that is presented time and time again that it's these broad significant macro factors that drive that fundamental travel decision, and we believe that this survey and it's findings helped support that understanding and particularly supported that understanding with prospective New Hampshire visitors.

Q Let me take you back to the first point that they, their first criticism, and that is they say that you relied too heavily on the absence of evidence of an effect because there's no studies out there. And they say Kavet & Rockler say in their testimony that it's more likely than the lack of academic studies is basically due to sort of, I think they call it common sense avoidance of sensitive areas when constructing transmission lines. And if I understand your criticism of that approach is that that's not supported by anything empirical?

A Right. In my 20 years, there's a wide range of destinations that have significant transmission lines, and I just don't see that contention to be my experience.
Q And so they say your experience is not empirically based. You say that their criticism of your experience is not empirically based. Is there any examples of power lines transmission lines, high voltage transmission lines, that have been built in highly sensitive tourist areas recently? I mean, I don't know when those ones in Estes Park were built, but they didn't look brand-new, at least in the pictures you've provided, and I've not been there so --

A I guess the most recent one was the example that was brought up just the other day, the one that's being planned in the Historic Triangle Region.

Q And, of course, you've got the Maine Reliability Project as well.

A And again, I certainly see that as an important comparable, a important consideration where the power lines were developed in a region of the state where much of the tourism activity occurs. It was an extended five-year construction process that attracts many of the same types of visitors that are attracted to New Hampshire, and the very positive health and vibrancy and
growth of the state's visitor industry, I believe, is an important example that supports our fundamental conclusion.

Q In their criticism of your study element number 2, they claim that various numbers were mislabeled, and I know that you did file Supplemental with a correction. Was that correction meant to address that criticism or was that correction separate? I couldn't quite see the connection between what you wrote in your Supplemental and their criticism.

A No. That issue is in one of the tables we mislabeled. Instead of just induced, we said induced indirect, and it should have just been induced. All the numbers are correct. All the characterizations. It's just that one label should not have also included indirect and direct in that table.

Q So you agree that it was mislabeled.

A Correct.

Q Okay. They also criticized, some of the information you obtained at the listening sessions about the availability of ATV and I suppose snowmobile use of the areas within the
resources' right-of-ways, and they basically, I think they put in a picture that indicated that it's up to the owner of the property whether to allow folks. Did you have any response to that type of criticism?

A All I can say is that was a perspective that we heard in the listening sessions. We heard a number of times that that segment, the snow machine segment is one segment that could see benefits of additional trails and areas that they could recreate in and particularly if there was maintenance of those areas and that could be a plus, that's what we, that's what we heard. And we believe that, again, this isn't universal. Some didn't share that perspective. But some of the individuals that we spoke to absolutely had that view, had that perspective and they're very close to that industry in the North Country.

Q Would I be correct in interpreting sort of on a holistic basis your report and your testimony with respect to visitors that the greater, the more quality of the product, the more tolerant visitors will be of things like traffic delays
or maybe a visual impact?

A I would say. Again, I would sort of go back to our survey and what others have cited. It's the range, the diversity of product. It's how that product is priced, the value for money that the visitor gets, the ease of access the visitor has to getting there and returning home. It is those factors that, again, in our minds are the powerful factors that drive that fundamental travel decision.

Q So the more beautiful, the better priced, all of that together, the better all those qualities are, the more tolerant you expect the visitor to be of some of the things that you cite as barriers, traffic jams or visual impacts?

A Yes. I think that's a fair statement.

Q I don't have any further questions.

PRESIDING OFFICER HONIGBERG: Mr. Needleman? Do you have any further questions for your witness?

MR. NEEDLEMAN: Yes. I wanted to speak for a moment to the North Cascades Highway exhibit that Ms. Weathersby mentioned. I saw that it was circulated but only the particular page that
Ms. Weathersby referenced, and I naturally looked at the whole webpage as soon as she made mention of it, and I would ask that the whole link be included because of all the reviews, I noted that 98 percent were excellent or very good, and it was still considered the number one thing to do in the North Cascades Park. So I'd like to have a complete reference if the Committee is willing. If not, I can put it in as an exhibit.

PRESIDING OFFICER HONIGBERG: I think the entire webpage with all the reviews should probably be part of the exhibit.

MR. NEEDLEMAN: Thank you.

PRESIDING OFFICER HONIGBERG: Can I disagree with that? I didn't think so.

MR. IACOPINO: Can I just ask, can you provide it because you may have a better ability to get the whole webpage than I do.

MR. NEEDLEMAN: Sure. We'll do that.

MR. IACOPINO: Thank you.

MR. NEEDLEMAN: Thank you.

REDIRECT EXAMINATION

BY MR. NEEDLEMAN:
Mr. Nichols, a moment ago Mr. Iacopino asked you about wind farms, and I'm not sure, but at some point did you look at visitation at Rumney Rocks, the popular rock climbing area across from Groton, and assess what visitation looked like at that tourist destination before and after the wind project was built?

I think there was some analysis that was done. To be honest, I don't recall specifics of that off the top of my head, but I believe there was some analysis that had been done on that.

Okay. We'll try to dig that out in other context.

I want to start with traffic impacts because we spent so much time on that. And I'll start with something that Ms. Manzelli asked you yesterday. She was making reference to Ms. Farrington's testimony, our traffic engineer in this case, and specifically asked about the Traffic Management Plans as they relate to tourism, and she pointed out that they had not yet been developed, and I think suggested as a consequence that you really couldn't reach conclusions about traffic impacts.
We also heard from Ms. Fillmore today about traffic volumes in the EIS in the areas of Easton.

So I wanted to call up a portion of the transcript where Ms. Farrington was examined about this issue. It's Applicant's Exhibit 184. And Ms. Farrington was asked specifically about whether she had relevant information in her testimony and in the work she did pertaining to traffic and tourism impacts, and she testified that she did, if we could go to the next page.

I won't go through all the highlighted material in the interest of time, but you've had an opportunity to review this, I understand, and I believe that with respect to Ms. Farrington's testimony, she indicated that despite not having the Traffic Management Plans, based on the work she did, she thought that the interruptions to the traveling public including tourists would be minimal. I'm paraphrasing, but the testimony is there. You've had chance to review this?

A I have.

Q In light of your review of it, does this in any way inform your opinions or is it relevant to
your opinions about this issue?

A  It is.

Q  Could you explain how?

A  I believe her characterization of those delays being intermittent, temporary, and minimal to the traveling public is our general understanding of that's the kinds of steps, work, and efforts that the Applicant is working towards to ensure that those are the kinds of experiences, and as I have testified on a number of occasions here, I believe those short duration impacts are something that today's traveling public has come to understand is part of the experience. And her characterization of what she would anticipate reinforces our beliefs.

Q  Let me go to that. That was my next question. You've said that a great deal. The traveling public considers that part of their experience. So I want to call up Exhibit 185, which is, again, some of Ms. Farrington's testimony, and I don't want to go through it in detail, but this was where Ms. Farrington, and picking up on something Mr. Oldenburg mentioned
earlier, went through her calculation of the delays that might be expected between the 112/116 intersection going all the way to the Rocks Estate in Bethlehem, and using the numbers that Mr. Oldenburg used and was talking about earlier, she said that worst case with six construction locations over that 16 and a half miles, it would be a six-minute delay. Did you have the opportunity to look at that?

A  I did.

Q  So I want to --

MR. PAPPAS:  Mr. Chairman, I have an objection.

PRESIDING OFFICER HONIGBERG:  And it would be?

MR. PAPPAS:  This seems to me to be post-opinion testimony. This is, Ms. Farrington testified long after he submitted his report and after he submitted his Prefiled Testimony and the Supplemental Prefiled Testimony. So what we seem to be doing is going through the record well after he rendered his opinion to try to find ways to corroborate his opinion as opposed to things he based his opinion on.
PRESIDING OFFICER HONIGBERG: Mr. Needleman?

MR. NEEDLEMAN: I disagree completely. He was specifically asked about the absence of Traffic Management Plans by Ms. Manzelli, and Ms. Farrington specifically spoke to that in her testimony. It's directly on point.

PRESIDING OFFICER HONIGBERG: And I do recall he was asked about Ms. Farrington's testimony during Ms. Manzelli's questioning. Any other arguments on this?

MR. PAPPAS: I wasn't here for that. But he may have been asked about her testimony, and that seems to me he had the opportunity to respond. What they're asking him now is to, you've now read things in her testimony. It seems to me it's not relevant to his opinion when he rendered it.

PRESIDING OFFICER HONIGBERG: This is rebuttal, and he was asked about these types of comments from her testimony. Selective ones. The objection is overruled. You may continue, Mr. Needleman.

BY MR. NEEDLEMAN:
So having in mind that other piece of Ms. Farrington's testimony, I want to talk to you now about that in relation to some of the tourist-related events that we've already talked about here. Ms. Weathersby, when she was questioning you, pointed to the survey that you conducted which showed traffic delays were something that some segment might consider an important impediment. And in response to that, you said that people would still come to depending on the events' other attributes, and so I want to ask you about a couple of those events and ask you to comment on this.

Ms. Manzelli was questioning you about and mentioned delays of many miles in Woodstock and Lincoln during Columbus Day with the leaf season. Do you recall that?

A I do.

Q Do you have any sense of how those sorts of delays related to that tourist event would compare to the delays that one might expect with regard to Northern Pass?

A Well, I've read on a number of occasions, but we've heard today that in some of those periods
of time traffic and congestion can get very extensive. I had a chance just to take a look last night as we were talking more about this, but there were characterizations of that fall leaf period of traffic being immense and that I think is a frequent characterization of the intensity and the volume of visitors that goes to see that fall foliage.

But that speaks directly to my point, that those visitors are still going. The beauty, the experience, the overall offering that New Hampshire provides, even though they would much prefer there to be no traffic delays, no traffic congestion, that's part of the experience and the product, the holistic mix of what is offered in those fall seasons are powerful and significant enough that that far overcomes the traffic challenges, the traffic congestion that that experience brings with it.

Q Let me discuss about a couple of other examples. Could you pull up 186, please? Applicant's 186?

This is from Laconia Bike Week. It's a campground description of managing traffic during Laconia Bike Week. I take it you're
familiar with that event and the large crowds it draws?

A I am, and I understand it's upwards of 400,000 that are attracted.

Q And this talks about, quote, the horrors of moving around during certain period of time with respect to traffic.

Is this another example of what you were talking about a moment ago?

A I think this is similar to other important events and festivals and experiences in many destinations that I've worked with. And the attraction power of the particular event is such that it brings with us traffic challenges and traffic issues.

Q And the next one is Exhibit 187, and I think Mr. Way and even Mr. Oldenburg mentioned this as well. It's an article about Loudon and the races, and this talks not only about the traffic measures we heard about earlier to manage that, but this also talks about the crowds.

Is this another example of what you were talking about?

A It is. And I believe both in the motorcycle
event, the raceway activities, one of the things that struck me was the additional steps that those destinations undertook to try and educate visitors on alternate routes and other ways to minimize some of the disruption or some of the challenges that they might find. So proactive steps were taken to try and recognize some of those issues and challenges and minimize the reality that the popularity of those events brought with it.

Q And one other Exhibit, 188. This is an article from Boston.com which I take to be a Boston tourism site that talks about various tourism destinations, and this one is extolling the virtues of it looks like the Deerfield Fair which Ms. Bradbury talked about earlier.

Thank you. Mr. Roth points out that it's the Boston Globe.

And in number one, while it's talking about all of the various ways to access the fair and what to take advantage of, it makes note about be going early because there will be miles and miles of backed up traffic to get to the fair. Do you see that?
A: I do.

Q: And so I take it that people attending that fair might potentially experience very significant delays; is that fair to say?

A: It certainly is the characterization that this article presents.

Q: And that's another example of what you were talking about earlier?

A: All of these examples are what I've seen; that there are popular periods, there are popular festivals, popular events, and part of the result is crowds and traffic congestion, and that's, again, something that a typical visitor is hoping to moderate as much as possible, but that's part of the experience because the attraction, the event, the destination is attractive enough that some of these challenges are just recognized, are part of the experience to get and ultimately experience the festival, the event, or the something like fall foliage.

Q: When Ms. Manzelli was questioning you yesterday she put SPNHF Exhibit 205 in front of you which was testimony from somebody named Mr. Schreiber in a siting procedure in Virginia regarding the
construction of a transmission line across the James River. Do you recall that.

A  I do.

Q  In fact, you spoke about it a moment ago with Mr. Iacopino.

Were you aware at the time that Ms. Manzelli was questioning you that the Siting Commission in Virginia had actually rendered a decision on that Project?

A  I was not aware.

Q  I want to call up Exhibit 189. This is the first page of the Commonwealth of Virginia's November 2013 decision on the Project, and if we could jump to page 53, please? And could you read that highlighted text?

A  "Given the benefits and the modern development existing along the route of the Proposed Project, the Commission cannot conclude that tourism in the Historic Triangle or economic development in the Commonwealth will be negatively impacted by the Proposed Project."

Q  And when she was questioning, were you aware that the Supreme Court of Virginia also reviewed this decision that we just referenced?
A  I was not.

Q  Could I call up Exhibit 190, please?

    PRESIDING OFFICER HONIGBERG:  Before you do
    that, would you please go back to the previous
    exhibit that you had up?  I want to see what the
    next paragraph said because the word however was
    in it.  I'm kind of interested in what the court
    or what the decision said however.

    Okay.  We need to get into the details of
    this decision to understand what that's about so
    thank you very much.

    MR. NEEDLEMAN:  Sure.  And it's our
    intention to put the whole decision in.

    BY MR. NEEDLEMAN:

    Q  Jumping to the Supreme Court article, Exhibit
    190, and I think it's on page 2.  Could you blow
    up that highlighted --

    This is an article which is commentary on
    the Supreme Court's decision.  Could you read
    that highlighted provision, please?

    A  "The court said it disagrees, concluding that
    the record is not without evidence to support
    the SEC's determination that the selected route
    reasonably minimizes the adverse impacts to
certain resources in the Historic Triangle."

Q Thank you. Actually, I don't think you need to read the rest. People can read it. Just in the interest of time I wanted to move on.

MR. IACOPINO: Do you have a reporter citation for that Virginia case?

MR. NEEDLEMAN: If it's not in the article, we'll get it.

MR. IACOPINO: Thank you.

Q Finally, Exhibit 191. Separately, the Army Corps of Engineers was also required to render a decision on this Project, is that correct?

A That's correct.

Q And so I want to jump to the Corps's response to comments about impacts on historic resources and tourism. And I'm not going to ask you to read this whole provision on this page, but I believe this is the portion where the Corps is responding to concerns about tourism. Is that correct?

A That's correct.

Q Did you have an opportunity to review the Corps's response to those comments?

A I did.
Q And what's your recollection, what's your summary of that? Did the Corps accept the notion that there would be adverse impacts on the historic area and tourism?
A That there would not be adverse impacts and agreed with the conclusion and the support of the Project.
Q And we'll put that into the record, too.

Let me move on. Just briefly on the Phase II line. Mr. Pappas was questioning you yesterday, he suggested that the height of the line, I think, was generally not above the trees, and if that was the case, asked you if that would affect your analysis and comparison to NPT. Do you recall that.
A I do.
Q NPT meaning Northern Pass. If it turns out that the Northern Pass structure heights are actually slightly lower than the heights of the Phase II structures, how would that affect your analysis?
A It would be a good indication that the lack of impacts with the Phase II line and the lack of concern by visitors of that would likely be very similar to the new transmission lines.
Q    We talked a lot about municipal events and
festivals. I want to speak about that for a
moment. Mr. Pappas introduced Counsel for the
Public Exhibit 368 which was a listing of
various festivals and events in New Hampshire.
Do you recall that?
A    I do.
Q    And he asked you if you thought it was important
to accommodate these kinds of events, and if
they weren't accommodated, could it have an
effect on business. Do you remember that?
A    I do.
Q    And I think you said that you thought it was
important, and that if they weren't accommodated
in some way, it could affect businesses. Do you
remember that?
A    I believe that was my response.
Q    So I want to call up Exhibit 155 which has
already been submitted in this case.
    Is it your understanding that the Project
is working on a variety of Memorandums of
Understanding with various towns right now?
A    Yes. That's my understanding.
Q    And this was a previously submitted exhibit
which summarizes the Project's efforts right now
to engage in those MOUs. Have you had a chance
to look at this?

A I have.

Q Is it also your understanding that some of those
MOUs are specifically addressing limitations on
construction in light of important tourist
events in certain towns?

A That is my understanding.

Q And in your opinion, would such effort help to
address the tourist issues that Mr. Pappas
raised regarding effects on businesses and
temporary traffic delays?

A I think they would be a very important element
to try and have the dialogue and discussion and
attempt to find solutions, much as the examples
that we previously went through, whether it was
race week, whether it was the Motor Speedway
working with others to try and minimize those
impacts.

Q Ms. Fillmore asked you earlier today about bike
races and the New Hampshire Marathon.

Is it your understanding that the Project
could work with communities that host and
sponsor those types of events to arrange
color=white"⚙️"construction scheduling to accommodate them?

A    I would think that would be a very logical
discussion to have.

Q    And would the same be true for events like the
Deerfield Fair or maybe management of traffic
around Pawtuckaway State Park?

A    Certainly.

Q    In fact, Deerfield is actually all aboveground
color=white"⚙️"construction so there will be no road or lane
closures or detours there. So in your opinion
do you think it would actually be easier to
manage those type of events in communities like
that?

A    I would think so.

Q    Now, I want you to assume for a moment that
there might be towns along the route with plans
for major infrastructure projects of their own,
totally separate from Northern Pass.

   If that were the case, in your opinion,
would it make sense for Northern Pass to
coordinate its work with those types of
town-based infrastructure projects?

A    I would think that would make strong sense to
try and share activities and efforts and coordinate as much as possible.

Q And in your opinion, would such coordination help mitigate any potential impacts on traffic and tourism-related events from NPT or even from the town's own project?

A Yes. To try and coordinate those kinds of activities on both sides would have a range of benefits, I would think.

Q At one point, Mr. Way asked you about what you would say to a particular business, I think in Plymouth, for example, regarding individual impacts on that business, and you talked through with him some of the mitigation suggestions you could make.

One thing you didn't mention and I wanted to ask you about it. Are you familiar with the business claims process that the Project has put in place and which Mr. Quinlan testified about earlier?

A Yes, I am.

Q And is that something that you believe would provide important mitigation in the event that individual businesses experienced the sorts of
impacts that Mr. Way expressed concerns about?

A I would think that that as one other example or opportunity that a business if they believe they had been impacted that they would have that avenue would be an important additional discussion point that would be important in that dialogue process.

Q We've heard many times the construction impacts characterized as temporary. Do you have any professional experience dealing with temporary construction impacts in tourist areas?

A I think I brought this up numerous times, but I think it's pretty universal and just about any destination I've worked in or I'm operating for any length of period of time. There's construction activity that's always going on. I mentioned as I was traveling the state on this Project, I experienced multiple traffic construction projects that had imposed delays, and I think, again, that's something that many destinations experience and that are part of the process.

Q In your professional experience, do those types of temporary impacts translate into permanent
tourist impacts?

A No. I believe that the destination works to minimize those impacts, make it as short as possible, tries to work in the ways that you had suggested to work around periods of peak activity or peak experiences. And again, it's that broad array of destination attributes that bring those visitors back time and time again even if they would have experienced a construction road delay or something along those lanes.

Q Going back to the MOUs we talked about a moment ago, is it your opinion that cooperation with the towns would enhance the Project's ability to mitigate the sort of concerns that we've heard about?

A I would think that kind of dialogue would be very important in terms of attempting to find solutions to minimize the potential impacts to their visitor base.

Q You were questioned about Counsel for the Public Exhibit 370 by Mr. Pappas and also by Ms. Fillmore which is the letter we saw from the Police Chief in Franconia listing important
tourist events in town. Do you recall that?

A  I do.

Q  I want to put up Exhibit 192 now. These are, I believe, Meeting Minutes from the Franconia Board of Selectmen. I wanted to jump to page 2. Could you just read the yellow highlighting?

A  "In the interim, the Northern Pass Advisory Committee has decided that we are taking a stand and we are not going to submit stipulations in order to negotiate with the Applicant. Sugar Hill, Easton, and Plymouth are all taking the stand to refuse to negotiate in that regard right now."

Q  Does the position that Franconia and towns like Sugar Hill seem to have taken with regard to working with the Applicant impact the Applicant's ability to address these sort of tourism concerns that they have?

A  I would certainly believe that having dialogue understanding areas of particular concern would, it would be very beneficial if that dialogue was to occur, and if that is not experienced that some of the solutions, some of the potential ways that that might have been minimized and the
effects minimized, some of those would not be experienced.

Q Is it your understanding that despite issues like this, the Project is still making whatever efforts it can to identify these festivals and concerns and try to address them?

A That's my understanding.

Q One last question. In this case, if the Committee were to issue a Certificate, and to include conditions like requiring the implementation of the Business Claims Program that we talked about, and implementation of the Forward NH Fund which I think you mentioned includes tourism benefits, and required working with towns to understand their key tourist events and try to plan around them and to mitigate traffic to the extent practicable and to work with businesses to identify their concerns and respond to those concerns, things like that, in your opinion would those sorts of conditions sufficiently mitigate whatever tourism-related impacts might occur as a result of the Project?

A Yes. I believe all of those examples are
important elements. We talked about some of those earlier this afternoon in terms of proactive steps that the Applicant could take to try and minimize, moderate, respond to some of those concerns, but I believe all of those examples are important examples of steps that could be taken to try and minimize impacts on any particular individual building or project.

Q Thank you. Nothing further, Mr. Chair.

MR. CUNNINGHAM: Mr. Chairman?

PRESIDING OFFICER HONIGBERG: Mr. Cunningham?

MR. CUNNINGHAM: Yes. Is redirect, recross permitted.

PRESIDING OFFICER HONIGBERG: And what would be the reason for your request?

MR. CUNNINGHAM: The request is a suggestion made by Mr. Needleman that there's a legal process by which injured property owners can address damages.

PRESIDING OFFICER HONIGBERG: And what would you want to ask? I don't think this witness knows much of anything about that claims process that other Applicant witnesses have
testified to, but what would you want to ask him?

MR. CUNNINGHAM: What I would want to ask is whether or not my two clients in litigation made claims with respect that the damage that the Northern Pass caused them were not properly addressed as suggested by Mr. Needleman.

MR. NEEDLEMAN: Mr. Chair?

PRESIDING OFFICER HONIGBERG: Mr. Needleman.

MR. NEEDLEMAN: Two comments. First of all, if Mr. Cunningham had those questions, he could have asked Mr. Quinlan when Mr. Quinlan testified about this. And second of all, my understanding is that recross is not permitted in these cases.

PRESIDING OFFICER HONIGBERG: I would say as a general proposition, recross is not permitted. I can envision unique circumstances where it might be appropriate. This does not appear to be one of those circumstances. So the request for recross is denied.

Anything else we need to take up? Yes, Mr. Pappas.
MR. PAPPAS: Mr. Chairman, Counsel for the Public has some Data Requests I'd like to make of this witness based on some things he testified about.

PRESIDING OFFICER HONIGBERG: What is it you would want from this witness if you were permitted to make Data Requests at this point?

MR. PAPPAS: He testified that he had an inventory of tourist destinations that he compiled. He also testified that the notes that were discarded were transcribed before they were discarded. We requested a complete copy of his file, and we understood that we received a complete copy of his file, and neither of those two items are in the file. So if he does have an inventory of tourist destinations that he compiled and reviewed, and if he does have those transcribed notes, we'd request to receive them.

PRESIDING OFFICER HONIGBERG: Mr. Needleman?

MR. NEEDLEMAN: This seems highly unusual. I think we're long past the discovery phase at this point. I could speak to the substance, but I have a procedural objection.
PRESIDING OFFICER HONIGBERG: Ms. Pacik, you want to say something?

MS. PACIK: I did. Counsel for the Public did request his complete file, and I understand that the results of the survey were not provided to us. The survey was. But there was a request from Committee Member Way for the results of the survey. I believe those should have been provided to Counsel for the Public. They weren't. And I do have a question as to whether we received the complete file.

PRESIDING OFFICER HONIGBERG:

Mr. Needleman?

MR. NEEDLEMAN: Well, certainly with respect to the survey results, Mr. Way requested those, and we said we would provide them. I'm not certain as I sit here today whether they were actually provided in discovery. A lot was provided in discovery. But to the extent they weren't, we're going to give them to the Committee and everyone else.

PRESIDING OFFICER HONIGBERG: Okay. If they were part of the witness's file, and the file was requested, and there was a production
made with the representation that it was the complete file, then we have a different problem, right?

MR. NEEDLEMAN: Correct. If they were part of the file that was requested, and we didn't produce it, then that's an issue, and we'll rectify that.

PRESIDING OFFICER HONIGBERG: Is it someone's understanding that the other things you're requesting now, Mr. Pappas, are part of this witness's complete file? What you want to know is if this is part of your complete file, I want it. You should have produced it already.

MR. PAPPAS: Correct. And I'm not casting any aspersions because there was thousands and thousands of pages produced, but if it was part of his file, we do request it.

PRESIDING OFFICER HONIGBERG: I think Mr. Iacopino reminds me that there's been some display of typed-up notes from this witness. Is that something different from what you're asking?

MR. PAPPAS: Well, that's what I want to find out. And I put into an evidence and I
showed him some typed -- I don't know if they're notes. My understanding of his testimony that they were just a summary of notes. But I heard him say that the notes were transcribed, and that's a little different than just a summary, and that's what my question goes to. And if the answer is what was produced and put into evidence, what he was referring to, then that's fine. But he testified that notes were transcribed. That's different than what I put in evidence. What I put in evidence was just sort of a bullet summary of what things were talked about. That's a little different from what I understood the witness to say today.

PRESIDING OFFICER HONIGBERG: Okay. I can't say that I remember him saying that, but I'll take your word for it right now. Mr. Needleman?

MR. NEEDLEMAN: Let's ask Mr. Nichols. I don't believe notes were transcribed. I think all the notes that exist were provided.

MR. NICHOLS: That's correct. And it's the summary notes of key positions and points that were identified that we've submitted and
PRESIDING OFFICER HONIGBERG: Mr. Pappas, you want to follow up briefly to try and clarify?

MR. PAPPAS: Thank you, Mr. Chairman.

BY MR. PAPPAS:

Q So am I correct in understanding that the actual handwritten notes were not transcribed or typed up; rather a summary of them or a summary of the discussion based on them is what was typed and provided?

A And the summary included many of the individual points that people raised, but it was trying to incorporate the messy handwritten notes in a written format, and that's what we provided.

Q So it's not a transcription of the notes themselves. It's a summary of the notes.

A That's correct.

PRESIDING OFFICER HONIGBERG: And there's no other document that has already been provided that you know of.

A There is none.

PRESIDING OFFICER HONIGBERG: Okay.

MR. PAPPAS: Then that Data Request can be...
withdrawn because it's been clarified.

   PRESIDING OFFICER HONIGBERG: I'm sorry, Mr. Pappas. What was the other one?

   MR. PAPPAS: He testified that he had an inventory of tourist destinations that he compiled and reviewed, and that was not produced as part of his file so if it was part of his file, we'd like a copy of that.

   PRESIDING OFFICER HONIGBERG: Mr. Needleman, you will look to see if it was part of the file?

   MR. NEEDLEMAN: Sure. Fair enough.

   PRESIDING OFFICER HONIGBERG: Mr. Pappas, when something like this comes up, it's a lot easier to deal with when he makes a reference to it if someone says has that been -- if he makes a reference to a document, we can deal with it sort of in the context in which it's being dealt with. It's a lot harder to recreate testimony this way.

   MR. PAPPAS: That's fine. It wasn't during my examination so I didn't want to interrupt the person asking the question. But in the future I'm happy to do that.
PRESIDING OFFICER HONIGBERG: You've done it before.

MR. IACOPINO: Just to bring it complete circle, though, Ms. Pacik, I understand it's your position that the answers to the survey were not provided? Because you guys offered the survey questions themselves as an exhibit. So is it your concern that the answers weren't provided to you?

MS. PACIK: It is. I'm looking again, but when I had looked earlier --

MR. IACOPINO: I just want to make sure everybody's on the same page.

MS. PACIK: Okay.

PRESIDING OFFICER HONIGBERG: All righty then. Is there anything else we need to deal with?

MR. CUNNINGHAM: Mr. Chairman?

PRESIDING OFFICER HONIGBERG: Mr. Cunningham. Yes.

MR. CUNNINGHAM: I just want to identify my two clients that their claims were not adequately and fairly addressed. One was the Owl's Nest Golf Course, and I believe Tom Mullen
testified in public session about his losses with respect to the Owl's Nest, and, of course, the other one is the Percy Lodge & Campground which we discussed this morning.

PRESIDING OFFICER HONIGBERG: Okay. Is there anything else we need to do before we adjourn?

MR. NEEDLEMAN: No.

PRESIDING OFFICER HONIGBERG: We'll adjourn for the day. Tomorrow morning we'll be here to receive public comment. And then on Friday we'll be back here for Ms. Shapiro. Is that correct?

MR. NEEDLEMAN: That's correct.

PRESIDING OFFICER HONIGBERG: All right. Thank you all.

(Day 22 recessed at 6:00 p.m.)
CERTIFICATE

I, Cynthia Foster, Registered Professional Reporter and Licensed Court Reporter, duly authorized to practice Shorthand Court Reporting in the State of New Hampshire, hereby certify that the foregoing pages are a true and accurate transcription of my stenographic notes of the hearing for use in the matter indicated on the title sheet, as to which a transcript was duly ordered;

I further certify that I am neither attorney nor counsel for, nor related to or employed by any of the parties to the action in which this transcript was produced, and further that I am not a relative or employee of any attorney or counsel employed in this case, nor am I financially interested in this action.

Dated at West Lebanon, New Hampshire, this 25th day of July, 2017.

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Cynthia Foster, LCR