



State of New Hampshire Department of Safety

John J. Barthelmes, Commissioner

Earl M. Sweeney, Assistant Commissioner

Homeland Security and Emergency Management

Perry E. Plummer, Director

Steven H. Temperino, Assistant Director



January 23, 2014

Mr. Fred Fuller
Fred Fuller Oil & Propane Co., Inc.
12 Tracy Lane
Hudson, NH 03051

Dear Mr. Fuller,

I hope you and your dedicated employees are surviving this record cold snap. I know these long cold spells put a strain on your resources and the industry in general. First and foremost, I want to commend your drivers as they were working around the clock to mitigate the unfortunate circumstances that lead to citizens without heat. They are truly dedicated individuals.

I truly understand that these were difficult times for all involved. I was glad that we could work together to mitigate what we saw as a public safety emergency.

State government opened its call center because during one of the worst cold snaps of winter, we were hearing from citizens across the state who were out of fuel and unable to contact your company for refills. As a point of reference the call center was activated at 6 p.m. on Tuesday, January 7, 2014 and was formally shut down at 2 p.m. on Sunday, January 12, 2014. The center handled 3,832 incoming calls and handled 1,862 different cases. It is estimated that the call center made an additional 2,745 return calls to residents as follow ups.

We all recognize that this was a difficult time for you and your business and I appreciate that you recognized the tremendous assistance our dedicated employees provided to Fred Fuller Oil & Propane Co., Inc. and the customers they serve. Although there may not be a legal obligation to reimburse the State of New Hampshire for the expense of the call center, we believe it would be appropriate for you to do so.

The call center was staffed primarily with Homeland Security and Emergency Management employees who were supplemented by Department of Health and Human Services employees. Staffing was provided a number of different ways including employees on overtime at a rate of time and one half, employees on overtime at a straight time rate (based on union contract for that position), as well as full time employees on straight time working their regular hours.

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As a point of reference, when a disaster is declared and Federal Emergency Management Agency (FEMA) reimbursement is available it is limited to any additional costs incurred, therefore, expenses for employees working their regular shifts are not eligible to be billed. I have tabulated the costs based on this methodology, therefore, the cost would much higher if we included the cost of individuals that were working in the call center during their regular work hours.

Please find the breakdown for the call center based on this methodology:

	HSEM	DHHS	Total
Regular Hours Worked	431.7	218.75	650.45
Overtime Hours Worked	<u>454.8</u>	<u>148.75</u>	<u>603.55</u>
Total	886.5	367.50	1,254.00

Overtime Hours Expenses	\$16,769.13	\$4,203.31	\$20,972.44
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TOTAL BILLABLE COST UNDER FEMA METHODOLOGY \$20,972.44

If you have any questions on this request for reimbursement please feel free to contact me at (603) 271-2231.

Sincerely,

Perry E. Plummer
Director

cc: Attorney Simon Leeming