Energy Affordability Customer Communications Working Group

Q4 2026 Meeting

Location:	Microsoft Teams Meeting
Date:	Tuesday, November 10, 2026
Time:	1 p.m. – 3 p.m.

I. Welcome..... 1 p.m. – 1:05 p.m.

II. Avangrid and Eversource..... 1:05 p.m. – 1:45 p.m.
- Department of Social Services signage update
- Shut off journey (follow up from Q3 meeting)

III. Avangrid..... 1:45 p.m. – 2:15 p.m.
- Customer survey results
- Fall 2026 assistance communications

IV. Eversource..... 2:15 p.m. – 2:45 p.m.
- LIDR gas communications
  - Timeline update
  - Overview of materials: fact sheet, website and bill insert

V. Comments, Feedback and Questions..... 2:45 p.m. – 3 p.m.