Date Filed: October 09, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(NON-EXCLUSIVE USE) Once a property owner remedies the non-exclusive use and the Company verifies the necessary work has been completed, what is the Company's policy if that same customer reports non-exclusive use again?

a. If this occurs more than twice, what is the Company's policy on next steps?
b. Provide all relevant Company policies and procedures, including any documentation provided to CSRs regarding how they should respond if a customer indicates that non-exclusive use is at issue.

Response:

Once the licensed E1 Electrician has corrected the non-exclusive use condition and provided a signed statement confirming that the issue has been resolved and that the electric service is for the exclusive use of the tenant, Eversource will consider the matter closed and will not investigate future non-exclusive use claims for the same tenant at the same service address.

At that point, any additional concerns regarding non-exclusive use should be addressed between the tenant and landlord, as it would be considered a tenant-landlord dispute.

If a new customer of record establishes service at the same address and subsequently reports a potential non-exclusive use issue, Eversource will investigate the claim, provided the customer can reasonably demonstrate that they may be paying for electrical usage that is not exclusive to their unit.

a. Customer Service Representatives are trained to follow the process outlined above.
b. The Company and CSRs adhere to the following written documentation:
    - Customer Service Policy 280.3, *Landlord Responsibility for Utility Service (non-exclusive use)*, provided in Exhibit CLP-REVREQ-2, Sch. H-2.0(F) at 41, of the initial filing dated July 14, 2026
    - *Identifying Mixed Metering or Non-Exclusive Use C2*, please refer to EOE-360, Attachment 1.
    - *Create a Non-Exclusive Use Investigation CTE*, please refer to EOE-360, Attachment 2.