Date Filed: August 14, 2026

Witness: Jessica B. Cain and Joseph D. Rubino
Request from: Office of Education, Outreach, and Enforcement

Question:

(BUDGET BILLING) Does the Company reevaluate a customer's budget billing amount only once every six months? Please list all exigent circumstances that could cause a customer's budget billing amount to be reevaluated. Further, please provide all policies, procedures, and documentation provided to customer service representatives (CSRs) regarding budget billing.

Response:

Please see EOE-107, Attachment 1, for information provided to CSRs regarding budget billing.

The Company's budget billing monthly required payment amount is automatically performed by the Company's customer information system ("C2"). The Company does not have a formal policy about the program, but provides the following information about **how budget billing works**:

Eversource offers budget billing to our Electric and Gas customers. Budget Billing enables customers to have more predictable monthly bill payment amounts and helps flatten annual seasonal variations in price and usage. Budget billing is *not* recommended for customers who expect material changes in their usage or pricing in the upcoming year.

Budget billing is available to customers who:

- Are residential
- Have resided at their current location for 12 months or more
- Are in good financial standing with zero past due balance
- Do not have a net meter
- Do not have a loan on their account
- Are not summary billed (several service accounts on one summary billing customer account number)

Budget Billing Monthly Required Payment Amount Calculation ("Calculation")**:** The monthly budget billing monthly required payment amount is set by the Company's C2/customer information system using the prior 12 months usage multiplied by the current pricing (on the day of the initial budget billing payment enrollment) plus current balance, divided by 12.

Review Process**:** If the customer's usage and prices stay reasonably consistent with the prior year, then the customer's budget billing monthly required payment amount will remain flat at that initial amount through their 12-month budget billing cycle. If, however, there are material changes in the customer's actual usage or pricing, the Company's budget billing program performs automated reviews and adjustments of the budget billing monthly payment amount within the 12-month

budget billing cycle. The Budget Billing program automatically conducts monthly, 6-month and annual reviews comparing the initial budget billing monthly payment amount to actual cost and usage. Listed below are the current review thresholds:

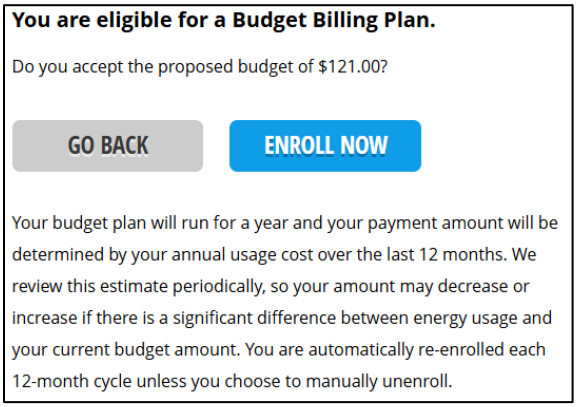
- Monthly Review: If the budget billing monthly required payment amount is +/- 35% and +/- $20 the monthly budget billing payment amount would be adjusted (up or down) using the Calculation.
- 6-Month Review: If the monthly budget billing payment amount is +/- 15% and +/- $10 the monthly budget billing payment amount would be adjusted (up or down) using the Calculation.
- Annual Review: The budget billing monthly required payment amount will be calculated using the Calculation and any account credit or debit balance difference is applied to the annual settle-up bill.

A customer will be automatically removed from the Budget Billing program if two billing cycles of monthly budget billing payments are not made. Otherwise, a customer will remain enrolled in budget billing unless they chose to unenroll.

Customer Budget Billing Notifications:

Customers are notified at budget billing enrollment, monthly and when their budget billing monthly required amount changes.

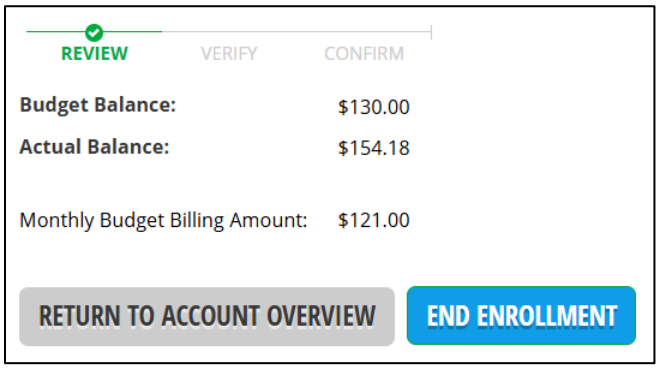
1. At the time of budget billing enrollment, customers are provided information about how their budget billing amount may be changed over time. For example, the screenshot below is displayed at budget billing enrollment:



2. Every month the customer's bill displays their "Monthly Budget Amount", "New Budget Balance", "Budget Balance Forward" (if there is one) and the section labeled "Actual to Budget Comparison" that includes actual versus budget billing charges since the Settle-up month, which is also displayed. The Company notes that the design of this information was included in the Connecticut electric bill redesign Docket completed a few years ago.

Budget Billing Summary	
Prior Budget Billed Amount 06/09/26	$130.00
Payments Received Through 06/30/26 - Thank You!	$130.00 cr
Budget Balance Forward	**$0.00**
Monthly Budget Amount	$130.00
New Budget Balance	**$130.00**
Actual to Budget Comparison	
Settle-Up Month:	Dec
Actual Charges to Date	$934.18
Budget Charges to Date	$910.00
Difference	$24.18

3. Also every month, the customer's budget billing information on the web will display the following insight so customers can see how their actual billed usage is comparing to their budget billing amount over time. For example:



Last, but not least, if and when a periodic review determines that the customer's billed usage has triggered a change in their budget billing monthly required payment amount, then *one month ahead* of that amount changing, it's displayed as a customer-specific bill message.