Date Filed: November 09, 2026

Witness: Elizabeth N. Jones
Request from: Public Utilities Regulatory Authority

Question:

(FEE FREE PROGRAM) Application, Sch. C-3.15.

a. State whether the Company uses a payment aggregator.
b. If the Company uses a payment aggregator, provide:
    i. the date on which the Company first started using the payment aggregator;
    ii. the amount paid monthly to the payment aggregator;
    iii. a copy of the Company's contract with the payment aggregator; and
    iv. the amount of money the Company has saved per month by using the payment aggregator since implementing its services.
c. If the Company does not use a payment aggregator, explain why.

Response:

a. No, the Company is not contracted with a payment aggregator for the service of payment aggregation.

b. Not applicable.

c. Neither the Company nor its customers would benefit if the Company were to contract with a payment aggregator. Payment aggregators are currently used by Eversource customers seeking other services offered by the payment aggregators, and these customers' ancillary use of the payment aggregator for bill payment has no cost to the Company or other customers. Additionally, the Company already offers multiple payment options to customers at no cost.