Date Filed: October 28, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Consumer Counsel

Question:

(CUSTOMER CALLS) Please refer to the Correspondence filed on October 15, 2026, by customer Murray Renshaw. Please provide all calls from this customer to the Company made from January 1, 2026, to the present, including calls in which the customer attempted to pay their bill.

Response:

Please refer to OCC-980, Attachment 01 CONFIDENTIAL through OCC-980, Attachment 12 CONFIDENTIAL in support of the calls made by the customer to The Connecticut Light and Power Company d/b/a Eversource Energy. These calls reflect the customer's interactions with Customer Service Representatives ("CSRs") since January 2026.

Please note, OCC-980, Attachment 09 CONFIDENTIAL, contains the call in which the customer made a payment through a CSR.

The Company further explains that the recording identified as OCC-980, Attachment 09 CONFIDENTIAL, is the call from October 14, 2026, and is related to the customer's commercial account. Because the Company charges a fee for payments made by phone on commercial accounts, a payment-processing fee was assessed during that transaction.