STATE OF CONNECTICUT

PUBLIC UTILITIES REGULATORY AUTHORITY

August 31, 2026
In reply, please refer to:
Docket No. 26-05-10
Motion No. 25

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Lauren Bidra, Esq.
The Connecticut Light and Power Company
d/b/a Eversource Energy
101 Selden Street
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Re: Docket No. 26-05-10 – Application of CL&P d/b/a Eversource Energy to Amend its Rate Schedules

Dear Attorneys Pace, Crisp, Bidra, and Tisler:

On July 16, 2026, The Connecticut Light and Power Company d/b/a Eversource Energy (Company or Eversource) submitted a motion (Motion No. 11) to the Public Utilities Regulatory Authority (Authority or PURA), requesting approval of the Company's proposed customer notices (Customer Notices) required by General Statutes § 16-19(a).[1] The Company also requested that the Authority approve the Customer Notices at least nine weeks prior to the first public comment hearing to ensure the Company has sufficient time to complete final design, formatting, translation, printing, and mailing of the notice to customers. Motion No. 11, p. 1. In addition, the Company requested that the Authority authorize the Company to issue the Customer Notices by electronic mail for those customers who have voluntarily elected to receive electronic billing in lieu of paper billing. Id., p. 4. Motion No. 11 was granted with modification.

Eversource was directed to ensure that the final Customer Notices contain each of the revisions proposed by PURA's Office of Education, Outreach, and Enforcement

[1] General Statutes § 16-19(a) requires a public service company to "notify each customer who would be affected by the proposed amendment, by mail, at least one week prior to the first public hearing thereon, but not earlier than six weeks prior to such first public hearing, that an amendment has been or will be requested." The customer notice shall contain: (1) the date, time and location of any scheduled public hearing; (2) a statement that customers may provide written comments regarding the proposed amendment to the Authority or appear in person at any scheduled public hearing; (3) the Authority's telephone number for obtaining information concerning the schedule for public hearings on the proposed amendment; and (4) whether the proposed amendment would, in the company's best estimate, increase any rate or charge by 5% or more, and, if so, describe in general terms any such rate or charge and the amount of the proposed increase. General Statutes § 16-19(a)(1)–(4).

(EOE) in their July 17, 2026, response to Motion. No. 11. Motion Ruling No. 11, July 28, 2026, p. 2. EOE proposed three changes: (1) clarify "how the 18% portrays the increase that may occur from this proceeding [as it] may assist in customers' understanding"; (2) highlight the bill and percent increase information in the section beginning "How will this proposed adjustment affect you?"; and (3) addition of the dates, times, and locations of all in-person and remote public comment hearings in the section beginning "Do customers and communities have a voice in the rate review process?", when that information is available, with the information clearly highlighted. EOE Motion No. 11 Comments, p. 2; Motion Ruling No. 11, July 28, 2026, p. 2.

On August 4, 2026, Eversource submitted a motion (Motion No. 25) to the Authority, requesting the Authority approve the revised Customer Notice. Motion No. 25 is granted with modification.

In the revised Customer Notice, Eversource clarifies that if the requested rate increase is approved as proposed, customers can expect total bill increases of 18%, which represents an increase of approximately 50% to the Local Delivery component of the bill. Motion No. 25, p. 2; Motion No. 24, Att. A, p. 1. Further, this bill and percent increase information in the section beginning "How will this proposed adjustment affect you?" has been bolded and moved toward the beginning of the Customer Notice. Motion No. 25, p. 3; Motion No. 25, Att. A, p. 1. Public comment hearing dates have also been bolded, and the Company states that it will fill-in the dates, times, and locations of all in-person and remote public comment hearings when that portion of the procedural schedule is finalized. Motion No. 25, p. 3; Motion No. 25, Att. A, p. 2.

Eversource notes that it provided a copy of the revised Customer Notice to EOE, and incorporated EOE's comments through additional revisions. Motion No. 25, p. 2. EOE did not object to the revised Customer Notice. Id.

The Company notes that "EOE's requested changes will be further emphasized through final formatting, callout boxes, and other design elements that will be incorporated into the Customer Notice once the text of the notice is finalized with public comment hearing dates." Id., p. 3. On August 5, 2026, OCC submitted a response to Motion No. 25. OCC states that it cannot comment on these design elements without seeing them. OCC Motion No. 25 Comments, p. 1. OCC requests that the Customer Notice contain a visually separated item at the top of the Notice, such as a text box, that provides customers with only the amount (percentage and dollars) of the requested rate increase, the public comment hearing dates and locations, and the public comment process. Id. OCC points out that in the Revised Customer Notice, this information is found on separate pages, and it can be difficult for customers to digest dense text. Id.

The Authority agrees with revisions proposed by OCC. Motion No. 25 is granted with modification.[2] The Company shall ensure that the final Customer Notices contain

[2] This ruling is issued by the presiding officer. A motion for full panel review of this ruling by the commissioners assigned to this docket may be filed within 14 days of this ruling.

visually separated items at the top of the Notice which include only the amount (percentage and dollars) of the requested rate increase, the public comment hearing dates and locations, and the public comment process.

By the following commissioner,



Thomas H. Wiehl
Chairman

cc: Service List