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Request from: UCONN

Question:

(Rate Design & Tariff Structure) Does Eversource manually bill any of its Rate 55, 56, 57, or 58 customers? If so, please provide the number of accounts that Eversource manually bills and the monthly cost for Eversource to perform manual billing for these accounts.

Response:

Eversource manually *calculates* bills for 348 customers on Rates 55, 56, 57, and 58, broken out as follows:

- Rate 55 = 52 accounts
- Rate 56 = 224 accounts
- Rate 57 = 25 accounts
- Rate 58 = 47 accounts

The calculations are undertaken using the Large Power Billing ("LPB") system[1]. Then, the bill amounts are manually entered into the Company's customer information and billing system ("C2"). The C2 system records the revenue and provides information needed for bill rendering, which requires sending information to third party providers who deliver the bills electronically or via U.S.P.S. mail.

For the manual work to *calculate* the bills and enter the information into the C2 system, it takes approximately three full time employees. The *labor* costs to manually perform this work on these accounts is approximately $16,300 monthly, or $195,600 annually. In addition to labor costs, there are IT system costs that are incurred to maintain records.

[1] The Company currently has an IT project under way to replace the current LPB system.