Date Filed: August 14, 2026

Witness: Elizabeth N. Jones
Request from: Office of Education, Outreach, and Enforcement

Question:

(PAYMENT LOCATIONS) Provide the locations and hours of operation for all third-party bill payment sites and indicate how and when this information is provided to customers.

Response:

Please refer to EOE-085, Attachment 1, for the listing of walk-in locations which is provided to customers via the following:

1. All disconnect notices mailed to customers include walk-in payment locations as an insert.

2. At Eversource.com, on the "In-Person Payment Locations" page:

    - Customers can search for an in-person location via interactive map by entering their zip code and a desired search distance from that zip code.
    - A PDF listing of all in-person locations is also available.