Date Filed: August 07, 2026

Witness: Elizabeth N. Jones
Request from: Office of Consumer Counsel

Question:

(Payment Processing Fees) Provide the total annual payment processing fees charged to CL&P customers by type for each year: 2021, 2022, 2023, 2024, 2025 and 2026 year to date.

Response:

The total annual payment processing fees charged to CL&P customers for each year, 2021, 2022, 2023, 2024, 2025, and 2026 year to date are the following for credit and debit card customers made by commercial CL&P customers:

2021: $176,573.20
2022: $252,539.35
2023: $564,996.00
2024: $333,330.55
2025: $363,762.60
2026: $162,541.20*

*2026 is through May 31, 2026

For walk-in payments, the Company contracts with Western Union who manages its authorized payment agent locations. The Company does not charge a fee to CL&P customers for payments made at these authorized walk-in locations. Fees charged to CL&P customers at third-party non-authorized walk-in payment locations are charged and collected by the payment location, which can be up to $1.50 per transaction. The Company does not have visibility into the fees assessed per transaction at our third-party vendor's walk-in payment locations.