Date Filed: August 07, 2026

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

Question:

(Payment Processing Fees) Identify the fee currently charged to CL&P customers for:
a. online debit/credit card bill payments;
b. online electronic check/bank account withdrawal payments;
c. payments made by phone (debit card, credit card, electronic check and bank account withdrawal);
d. in person payments made at payment processing centers (debit card, credit card, electronic check and bank account withdrawal); and
e. auto-payments.

Response:

The current payment processing fees charged directly to customers by third-party payment processing vendors (for the payment methods they process), are as follows:

a. For online debit and credit card payments, the vendor's per transaction fee charged directly to commercial customers is $11.40 for every $1,500 payment. There are no fees directly charged to residential customers for online debit and credit card payments.

b. For online electronic check/bank account withdrawal payments, there are no fees directly charged to customers.

c. Payments made by phone:
   - For credit and debit card payments, the vendor's per transaction fee charged directly to commercial customers is $11.40 for every $1,500 payment. There is no fee directly charged to residential customers for debit and credit card payments.
   - For electronic check and bank account withdrawal, there is no fee charged directly to customers.

d. For in person payments made at payment processing centers, the third-party vendor accepts cash only. The Company has authorized in person payment locations where customers are not charged a fee and non-authorized in-person payment locations where the third-party vendor's fee per transaction is up to $1.50.

e. Auto-payments are available only for electronic check transactions for which there is no fee charged directly to customers.