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July 16, 2026

Public Utilities Regulatory Authority
Ten Franklin Square
New Britain, Connecticut 06051

Re: Docket No. 26-05-10 – Application of CL&P dba Eversource Energy to Amend its Rate Schedule

Dear Commissioners:

The Office of Consumer Counsel ("OCC") respectfully submits to the Public Utilities Regulatory Authority ("Authority") this comment on Motion No. 11, submitted by Eversource Energy ("Eversource") on July 15, 2026. In the Motion, Eversource provides its Customer Notice regarding its requested rate increase.

OCC notes that information regarding the rate increase and public comment hearings – the most important information – is buried in the middle of paragraphs of text. The average customer is unlikely to notice this information. As a result, OCC suggests that the Notice begin with the rate increase, its impact in dollars and percentage for the average residential customers, information regarding the public comment hearings (adding dates when determined), and instructions for submitting written public comments.

OCC is aware from other dockets that Eversource has a Voice of the Customer group and a team of professionals that work to convey information to customers in an effective manner. Eversource's one-page document summarizing energy affordability options is an example of their work. This Notice, however, is a wall of words that does not appear to have been informed by Eversource's customer engagement or other communications efforts. It seems unlikely that the average customer will read a Notice that is this dense.

OCC thanks the Authority for considering this comment.

Respectfully submitted,
STATE OF CONNECTICUT
OFFICE OF CONSUMER COUNSEL

CLAIRE E. COLEMAN
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CERTIFICATE OF SERVICE

I do hereby certify that on this day the foregoing document was filed with the Public Utilities Regulatory Authority, and copies thereof were served upon each person designated on the official service list in this proceeding in accordance with R.C.S.A. § 16-1-15.

Dated at New Britain, Connecticut this 16th day of July, 2026.

/s/Kimberly White
Commissioner of the Superior Court