Date Filed: August 14, 2026

Witness: Timothy J. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(RECEIVABLES/UNCOLLECTIBLES) Provide a complete copy of any and all internal Company policies and procedures regarding the administration of receivable balances, the treatment of uncollectible accounts, and reserving. This should include details regarding the establishment of bad debt reserves, the account write-off process (including the size of arrears in dollars and months eligible for write-off), and should specifically identify details regarding both Hardship and Non-Hardship treatments.

Response:

Please refer to EOE-061, Attachment 1 CONFIDENTIAL AND REDACTED FOR RELEVANCE, for a copy of the internal Company policies and procedures regarding reserves, which has been edited to redact information regarding Eversource's other utility subsidiaries. Please refer to Exhibit CLP-REVREQ-2-H-2.0 (F) for copies of Customer Service policies.