STATE OF CONNECTICUT

PUBLIC UTILITIES REGULATORY AUTHORITY

July 28, 2026
In reply, please refer to:
Docket No. 26-05-10
Motion No. 11

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Re: Docket No. 26-05-10 – Application of CL&P d/b/a Eversource Energy to Amend its Rate Schedules

Dear Attorneys Pace, Crisp, Bidra, and Tisler:

On July 16, 2026, The Connecticut Light and Power Company d/b/a Eversource Energy (Company or Eversource) submitted a motion (Motion No. 11) to the Public Utilities Regulatory Authority (Authority or PURA), requesting approval of the Company's proposed customer notices (Customer Notices) required by General Statutes § 16-19(a).[1] The Company also requests that the Authority approve the Customer Notices at least nine weeks prior to the first public comment hearing to ensure the Company has sufficient time to complete final design, formatting, translation, printing, and mailing of the notice to customers. Motion No. 11, p. 1. In addition, the Company requests that the Authority authorize the Company to issue the Customer Notices by electronic mail for those customers who have voluntarily elected to receive electronic billing in lieu of paper billing. Id., p. 4. Based on the foregoing, Motion No. 11 is granted with modification.[2]

[1] General Statutes § 16-19(a) requires a public service company to "notify each customer who would be affected by the proposed amendment, by mail, at least one week prior to the first public hearing thereon, but not earlier than six weeks prior to such first public hearing, that an amendment has been or will be requested." The customer notice shall contain: (1) the date, time and location of any scheduled public hearing; (2) a statement that customers may provide written comments regarding the proposed amendment to the Authority or appear in person at any scheduled public hearing; (3) the Authority's telephone number for obtaining information concerning the schedule for public hearings on the proposed amendment; and (4) whether the proposed amendment would, in the company's best estimate, increase any rate or charge by 5% or more, and, if so, describe in general terms any such rate or charge and the amount of the proposed increase. General Statutes § 16-19(a)(1)–(4).

[2] This ruling is being issued by the commissioner indicated. A motion for full panel review of this ruling by the commissioners assigned to this docket may be filed within 14 days of this ruling.

On July 16, 2026, the Office of Consumer Counsel (OCC) submitted comments (OCC Comment) regarding the Customer Notices. OCC states that the information in the Customer Notices regarding the rate increase, the impact of the rate increase in dollars and percentage for the average residential customers, information regarding the public comment hearings, and instructions for submitting written public comments is buried in the middle of the notices. OCC Comment, p. 1. As such, OCC recommends that the Customer Notices begin with this information. Id. OCC also states that the Customer Notices are "dense" and "do[] not appear to have been informed by Eversource's customer engagement or other communications efforts." Id.

On July 17, 2026, PURA's Office of Education, Outreach, and Enforcement (EOE) submitted comments (EOE Comments) regarding the Customer Notices. EOE states that the Customer Notices' "dense text and litany of rates" will make it difficult for customers to understand the impact this proceeding will have on their rates and how they may participate in the proceeding. EOE Comment, p. 1. In addition, EOE is concerned that the stated 18.1% increase in the Customer Notices will result in additional customer inquiries to EOE's Customer Affairs Resolution Center as it does not accurately reflect the total increase to all rate components of a customer's bill. Id. Specifically, EOE contends that the 18.1% increase represents an increase to only one rate component and assumes all other rate components will remain the same. Id.; see Motion No. 11, Att. 1. As such, EOE recommends that the Company clarify "how the 18% portrays the increase that may occur from this proceeding [as it] may assist in customers' understanding." EOE Comments, p. 2.

In addition, EOE recommends that the Company make two changes to the Customer Notices, which will ensure the Customer Notices contain the information required in General Statutes § 16-19(a). Id. Those changes are: (1) highlighting the bill and percent increase information in the section beginning "How will this proposed adjustment affect you?"; and (2) Addition of the dates, times, and locations of all in-person and remote public comment hearings in the section beginning "Do customers and communities have a voice in the rate review process?", when that information is available, with the information clearly highlighted. Id.

The Authority agrees with revisions proposed by EOE. Consequently, the Company shall ensure that the final Customer Notices contain each of the revisions proposed by EOE, including clarification regarding what the 18.1% rate increase represents.[3] In addition, the Company may send the Customer Notices to customers by electronic or direct mail. However, the Company shall only send the Customer Notices

[3] The Authority determined how the Company calculated a $33 increase per month increase for a residential customer using 700 kWh of electricity (i.e., $64.82 vs $97.73). See Motion No. 11, Att. A, p. 2. However, the Authority is unable to calculate the 18.1% increase as the 18.1% is based on a total revenue of approximately $182 ($33 / 18.1%), which is about $84 more than the average monthly bill for a customer using 700 kWh of electricity ($182 vs. $97.73).

via electronic mail to those customers who voluntarily elected to receive electronic billing in lieu of paper billing.

By the following commissioner,



Thomas H. Wiehl
Chairman

cc: Service List