Date Filed: November 03, 2026

**Witness: Brendan J. O'Brien and Garrett J. Murray**
**Request from: Office of Consumer Counsel**

**Question:**

(Customer Deposits) Provide the monthly customer deposit balances for years 2023, 2024, 2025, and 2026, delineated by residential and commercial customers.

**Supplemental Response:**

Please refer to OCC-075-SP01, Attachment 1, for the monthly customer deposit balances for years 2023, 2024, 2025, and 2026 broken out between residential and non-residential customers.

**Original Response:**

Please refer to OCC-075, Attachment 1, for the monthly customer deposit balances for years 2023, 2024, 2025, and 2026.

The Company has followed PURA's directive in Docket No. 23-05-01 to reinstate non-residential customer deposits and refund residential customer deposits. However, the Company customer deposit balances reflect balances from commercial and residential customers through 2023 as they began to phase-out per PURA's directive. There is no delineation between residential and commercial customer deposit balances that the Company maintains. However, the Company is working to see if data is available dated prior to November 2023, showing this breakout. Should such information become available, the Company will supplement the response.

In the October 11, 2023 Decision in Docket 23-05-01, PURA issued the below orders:

- Order 1: As of the date of this Decision, the Companies shall remove the payment of a security deposit requirement for residential customers. In addition, the Companies shall return to residential non-hardship customers any security deposits charged, plus any interest accrued thereon, no later than November 15, 2023. The Companies shall notify the Authority via compliance filing confirming the return of all security deposits to residential non-hardship customers no later than two weeks after all such security deposits are returned.

- Order 2: As of the date of this Decision, the Companies shall remove the amount of a security deposit from their calculation of the down payment for residential customers under a flexible payment arrangement.

- Order 3: As of the date of this Decision, the Companies may reinstate the collection of security deposits from non-residential customers using their respective pre-pandemic guidelines, as discussed in Section IV.B.4, Authority Analysis.