Date Filed: November 10, 2026

Witness: Jared A. Lawrence and Sean P. Noonan
Request from: Office of Consumer Counsel

Question:

(METER BILLING SYSTEM) Please indicate the month and year the Company's current billing system was installed and the month and year of any updates.

Response:

The Company has two billing systems for Connecticut electric accounts C2, and CT Large Power Billing.

The main application is a system called C2 which was built in-house by Eversource in 2008. This system is used to bill most of the Company's commercial and residential customer accounts. The C2 system cannot accommodate working with AMI meters, making the overall upgrade to a cohesive singular CIS application necessary.

The Company's other system is called CT Large Power Billing and was implemented around 2008. This system manually bills a very small number of complex and mostly commercial accounts through a mostly manual process. CT Large Power Billing will be retired in Q2 of 2027, and the customers will begin billing through C2 via an add-on tool to calculate the billing determinates.

Over the years, numerous enhancements, upgrades and fixes have been implemented to each of these systems to keep the systems running and to meet the Company's service obligations.