Date Filed: August 21, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER CALLS) Please provide the first two recordings regarding termination of service (due to nonpayment), hardship, difficulty paying, or payment arrangement in each hour the Company's call center was open on: January 22, 2025; February 7, 2025; March 18, 2025; April 28, 2025; May 28, 2025; June 19, 2025; July 7, 2025; August 12, 2025; September 16, 2025; October 15, 2025; November 6, 2025; and December 29, 2025.

Response:

Please refer to EOE-001, Attachment 1 CONFIDENTIAL, for the first two recordings regarding termination of service (due to nonpayment), hardship, difficulty paying, or payment arrangement in each hour the Company's call center was open on: January 22, 2025; February 7, 2025; March 18, 2025; April 28, 2025; May 28, 2025; June 19, 2025; July 7, 2025; August 12, 2025; September 16, 2025; October 15, 2025; November 6, 2025; and December 29, 2025.

The Company also provides insight below into the full customer experience for all residential customers who call directly or are transferred to our Credit and Collections center about their past due balance or difficulty paying their bill.

1. First, for all residential customers that call in, Eversource plays an upfront Interactive Voice Response ("IVR") message. The message is designed to guide customers who may be facing financial hardship and reiterates the up to 18-month payment arrangement. Specifically, the IVR message states:

> *If you're having trouble paying your energy bill, let's work together to find a solution. Visit Eversource.com/billhelp or ask a customer service representative to learn about these and other programs:*
>
> *First, you may qualify for financial hardship or medical protection from service shut-off and special programs to forgive your past due balance.*

Beginning in December 2023, if you are a residential customer and have a financial hardship status on your electric account, you will also benefit from a new discount on your bill.

You can sign up for a payment plan to have your service protected from disconnection while you spread payments on a past due balance over up to 18 months.

If you are not able to reach a satisfactory payment arrangement with a representative, you may be eligible to speak to a Company Review Officer. The Review Officer's decision may also be appealed to the Connecticut Public Utilities Regulatory Authority. During the appeal, your service will not be shut off as long as you continue to pay current, undisputed bill amounts.

You can also learn about clean energy options for your home, like solar and battery storage.

Finally, whether you own or rent, you can take advantage of programs to make your home more energy efficient and lower your monthly bills.

Visit Eversource.com/billhelp to find out more and take advantage of our programs without waiting to speak to a customer service representative.

2. Next, Eversource offers customers an up-front hardship pre-qualification IVR.

- For residential customers who indicate financial hardship, the IVR will ask for and capture answers to the financial hardship pre-qualification questions. Once the customer answers the pre-qualification questions, they are connected to a Customer Service Representative ("CSR"), who receives all of the data that they provided. The CSR will complete the hardship pre-qualification on the customer's account and discuss the options available to the customer.

    - Customers will hear the below message ***after*** prequalification call flow ***by only those customers who are fully or partially prequalified***:

      Based on your responses, you may qualify for help paying your bill including special programs that protect your service, forgive past due balances and provide a discount on your electric bill.

First, provide verification of your financial hardship in one of three ways:

The best way is to contact your local Community Action Agency. Call 2-1-1 to find yours - and get the most benefits available to you from the state of Connecticut.

The second option is to submit a picture of your documents, by logging in to your account at Eversource.com and using the link at the bottom of the page to upload them.

Last, you can fax your documents securely to us at 866-438-6476 or mail your documents to PO Box 270, Hartford CT. 06141, Attn: Credit Dept.

Please remain on the line to speak with a customer service representative who will assist you with finding the best programs and protections available to you.

- For those customers who opt out at any point during the IVR, CSRs will ask the final pre-qualification questions, and discuss the options available to the customer.

- For those customers who opt out and do not enter the IVR, Eversource CSRs will confirm whether or not the customer is eligible for financial hardship before continuing with the call.

3. Last, but not least, customers will then speak to a CSR about the options for their account(s). See attached recordings for that final portion of the customer's full call experience.

CSRs have a challenging and complex job, dealing with myriad customer circumstances in real time, requiring training and in-depth knowledge of numerous Company policies and regulatory requirements. For every individual customer, there are individual circumstances that the CSR must patiently and competently work through to address the customer's individual needs. By definition, these are human interactions that may never be perfect, and perfection in these interactions is an unattainable outcome. However, the Company's training is tailored to guide and assist the CSRs in providing high-quality customer service in their customer interactions, for every individual customer. Further, the Company has rigorous processes to oversee, track, and manage the performance of CSRs.