Date Filed: October 26, 2026

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

Question:

(CUSTOMER CALLS) Refer to the call labeled CL&P_2_7_25_Hour 1_Call 1 submitted in response to EOE-1.

a. The customer mentions a previous call with the Company in relation to a $1,000 payment. Provide a copy of this call.
b. The customer claimed that the Company withdrew $1,000 from their account without the customer's approval which was subsequently returned due to insufficient funds. Please explain the situation which the customer was referring to, including but not the automatic payment status of the account at the time and the automatic payment status of the account currently.

Response:

a. Please refer to EOE-377, Attachment 1 CONFIDENTIAL, which contains the recorded call requested.

b. The customer self-enrolled the account in AutoPay in September 2024 while participating in the New Start ("NS") Arrears Forgiveness Program. Due to non-payment, the account was removed from the NS program in December 2024. Upon removal from the program, the full outstanding account balance became past due and was classified as past due.

   On January 3, 2025, the customer contacted Customer Service to inquire about re-enrollment in the NS program. During the call, the Customer Service Representative ("CSR") advised the customer that the NS program *was no longer available* as it had been discontinued effective November 6, 2024[1], and was no longer available for enrollment. The CSR further explained that the customer could instead be enrolled in the Matching Payment Program ("MPP"); however, participation in MPP required the customer to first cancel the existing AutoPay enrollment.

[1] See Docket 24-05-01, Nov. 6, 2024, Decision at 12 stating "The Authority approved the Companies' proposals to cease offering the voluntary AFPs, i.e., Eversource's New Start program and UI's BFP, with modification. Motion No. 7 Ruling, p. 21. Specifically, the Authority approved Eversource's and UI's proposals to cease offering New Start and BFP, respectively, to new customers when New MPP is offered, i.e., by November 1, 2024."

The customer did not take the necessary action to discontinue autopay or enroll in the MPP. As a result, the account remained enrolled in autopay while the customer carried a past due balance. Consequently, in accordance with the customer's existing autopay authorization, the system subsequently attempted to withdraw the entire balance from the customer's bank account. This amount was reflected in their December bill and the bill stated the amount which would be processed automatically on 1/24/25. The payment attempt was returned due to insufficient funds.