107 Selden Street, Berlin, CT 06037
P.O. Box 270, Hartford, CT 06141-0270

Penelope McLean Conner
Executive Vice President, Customer Experience and Energy Strategy

Jared Lawrence
Senior Vice President of Customer Operations and Chief Customer Officer

September 6, 2024

Jeffrey R. Gaudiosi, Esq.
Executive Secretary
Public Utilities Regulatory Authority
10 Franklin Square
New Britain, CT 06051

Re: Docket No. 24-01-03, PURA Annual Review of the Rate Adjustment Mechanisms of The Connecticut Light and Power Company

Correspondence regarding August 30, 2024 Dissenting Opinion on Motion to Reconsider

Dear Mr. Gaudiosi:

The Connecticut Light and Power Company d/b/a Eversource Energy ("Eversource" or the "Company") submits this letter regarding the dissent of Chairman Marissa P. Gillett issued on August 30, 2024, in conjunction with the motion ruling of the Public Utilities Regulatory Authority ("PURA"), denying the petition of the Office of Consumer Counsel ("OCC") in the above-referenced docket ("Motion No. 36").

In the interest of bill transparency and factual communication, this response addresses several inaccurate statements in the dissenting opinion regarding an alleged lack of customer communications on recent rate changes implemented through the Company's annual revenue adjustment mechanism ("RAM").

1. Statements Regarding an Alleged Lack of Customer Communications

The dissenting opinion makes two statements regarding customer communications that are demonstrably inaccurate. These statements are that "the utilities' opposition to providing rate relief to customers is their seeming unwillingness to date to consistently, clearly, and effectively communicate with and educate their customers." Further that, "it is clear that a major factor in the 'rate shock' is that Eversource's and UI's customers were not properly prepared for the July 1 rate increase." (Dissent at 1). We are compelled to respond as these statements are factually inaccurate, demoralizing for our employees and inflammatory for our customers.

To demonstrate the error of these statements, Eversource has prepared the enclosed Appendix, entitled "RAM Communications Summary," documenting the Company's "consistent, clear and effective" communications to educate customers and communities across its service territory regarding the expected rate increases, including but not limited to:

- "Door to Door" Community Relations in-person meetings with over 100 communities since March 2024, discussing drivers of the RAM increase, the expected spike in usage due to the summer heat, available customer programs and bill assistance and reminders that July 1 is also the start of a new fiscal year and that the increase might impact municipal budgets.
- 500 emails sent to community and legislative representatives inviting participation in two webinars conducted on May 21, 2024 and June 17, 2024, with over 140 municipal and legislative participants.
- Two meetings with Steve Sullivan, CL&P Electric Operations President, presenting to Community Councils of Government with 60 municipalities participating.
- 13 virtual and in-person meetings with equity and environmental justice communities, including with the City of Hartford, City of Waterbury and City of New Britain.
- 65 emails sent to Executive Directors of Community Based Organizations for environmental justice communities on bill impacts and available assistance.
- Six direct email communications to residential and business customers providing information on the upcoming rate change and available assistance, along with informational content posted on the Eversource.com website.
- 21 social media posts providing information on the upcoming rate change and available assistance.
- Since May 2024, the Eversource Corporate Citizenship team has shared information on the new bill design and rates during our volunteer events and provided informational material to **nine** community-based organizations that serve EJ populations. This informational material includes summaries of financial assistance programs to help eligible customers; Low Income Discount Rate (LIDR) fact sheet in both English and Spanish).
- We've also received 218,142 page views from 168,138 unique viewers to Eversource.com/solutions, a web page dedicated to providing customers with information about the rate increase and the high July temperatures.

In light of these facts, the dissenting opinion's assertions regarding an alleged lack of customer communications are simply not appropriate, nor responsible, and no attempt has been made by PURA to work with Eversource in preparing for or addressing the upcoming rate change or to even seek information on the Company's preparations and communications.

2. Eversource Welcomes Collaboration with PURA to Address Customer Concerns

Eversource is deeply committed to its customer mission and takes its obligations to communicate with customers on a consistent, clear and effective basis very seriously. Over the past several years, Eversource's customer teams have worked diligently through PURA's numerous customer-related dockets to show dedication, transparency, collaboration, and above all else, good faith. Eversource understands that PURA is inundated with customer inquiries regarding summer electric bills and is always prepared to collaborate with PURA on handling customer concerns in an organized and cooperative manner.

Eversource staffs more than 200 customer-service representatives who are skilled with customer calls and trained to handle high bill complaints. We also provide information on rate changes and ways to reduce high bills through the Eversource.com website and social media channels. From May 1st through August 29th, our customer contact centers handled 214,802 billing-related calls from Connecticut electric customers. Of this total, since early June, our team has handled 16,797 calls related to high bills (including the public benefits charge), representing about 11% of the total billing-related calls we've handled. Our records also show that our customer-service representatives are taking the necessary time to educate customers on their bill.[1]

This is our job and our teams strive to do this critical job with a high level of care and empathy. We recognize that the welfare of our business depends on the welfare of our customers, as a paramount mission.

On that point, the dissenting opinion states that it has "heard from thousands of ratepayers over the past 2 months, this was an increase that was not budgeted for, anticipated, or understood, and many have turned to their own credit cards or other means to piece together payments." (Dissent at 4). We urge PURA to direct calls that it receives from Eversource customers to our customer call center where our customer service representatives will work with each customer individually to help them understand the reasons for bill increases and to provide detailed information on the availability of programs that will allow them to pay that bill over the course of a year through a budget billing plan.

3. Conclusion

It is important for customers to understand that the bills they received beginning in mid-July through the beginning of August were due to the fact that Connecticut experienced the hottest weather on record in the past 75 years and our customers used a lot of electricity to stay cool, among other summer uses.[2]

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[1] Our "RAM Communications Summary" provides information on how we directed customers to reach out to us to enable Eversource to help them with billing arrangements.

[2] *See*, Summer heat above record: CT study seeks those suffering most (courant.com). *See, also*, Dissent at 1, linking to https://www.ctinsider.com/weather/article/ct-weather-hottest-summer-19654169.php.

Our review of actual customer bills issued in July shows that the average residential customer ***increased their usage by 45%*** from June to July, or from 655 kilowatt hours ("kWh") to 949 kWh. This higher usage caused approximately 89% of the bill impact that the average residential customer experienced in July, as compared to June. Translated into dollars, this means that the typical residential customer saw a bill increase of approximately $92 in July, as compared to the customer's June bill, with only $10 (or 11%) of that impact resulting from the change in RAM rates. Of the $92 increase, approximately $82 resulted from increased usage.

We know that understanding the reason for the bill increase does not help customers bear the cost of the bill increase, particularly for our customers experiencing financial difficulty. We want to help customers by providing the most stable and affordable rates possible, along with programs and assistance that help those who cannot pay. We have the resources to carry out that mission. We are ready to work collaboratively with PURA to find the right balance between educating customers on the impacts of their usage, providing pathways for customer assistance and achieving rate stability, while maintaining the financial integrity of our company, which is so very important to allow us to continue providing the essential services that customers need.

Very truly yours,



Penni McLean Conner
Executive Vice President, Customer Experience and Energy Strategy



Jared Lawrence
Senior Vice President of Customer Operations and Digital Strategy, Chief Customer Officer

On behalf of CL&P d/b/a Eversource Energy
cc: Service list

EVERSOURCE ENERGY

APPENDIX

Summary of Communications for Implementation of the 2024 RAM

⇒ Communities & Legislative Outreach

- Outreach to all 149 CL&P communities served - March-September 2024
- "Door to Door" Community Relations in-person meetings with over 100 communities since March 2024 to discuss the upcoming RAM rate change and other items. At these meetings, the Eversource Community Relations Team provided information on the following items:
  - Drivers of the upcoming RAM increase
  - Expected spike in usage due to the summer heat
  - Available customer programs and bill assistance
  - Reminder that July 1 is also the start of a new fiscal year and that the increase might impact municipal budgets
- Webinar for Municipal Stakeholders (May 21, 2024 - 91 registered attendees, 72 participating attendees). https://youtu.be/5U1L5wUNHN4
- Webinar for Municipal and Legislative Stakeholders – (June 17, 2024, 71 attendees, including five Eversource panelists, 36 municipal staff, 23 legislative representatives and staff, two Congressional staff). https://youtu.be/vqJTcO0j0aQ
  - For each webinar, a letter of invitation was sent to the Company's municipal distribution list, encompassing over 500 email addresses.
  - The recorded webinars were sent after each event took place.
  - Community Relations Specialists followed-up these emails with targeted outreach to individual municipalities.
- CL&P President Steve Sullivan meetings with Councils of Government (COG)
  - On April 24, 2024, virtual meeting with the Capital Region Council of Governments ("CRCOG") (38 towns) to discuss the July 1 RAM rate change with the CRCOG Policy Committee.
  - On May 15, 2024, in-person meeting with the Southeastern Connecticut Council of Governments ("SCCOG") (22 towns), to discuss the July 1 RAM rate change with the SCCOG Executive Committee.
- Resources & Materials distributed via email to all Eversource communities by Community Relations Specialists

- Low Income Discount Rate One Pager- English and Spanish
- Programs to Help Customers
- Webinar Decks
- Information on Energy Efficiency

- Resources & Materials distributed via email to state legislators
  - Information letters sent March 11, 2024, June 1, 2024 and June 11, 2024 (regarding 6/17/2024 webinar).

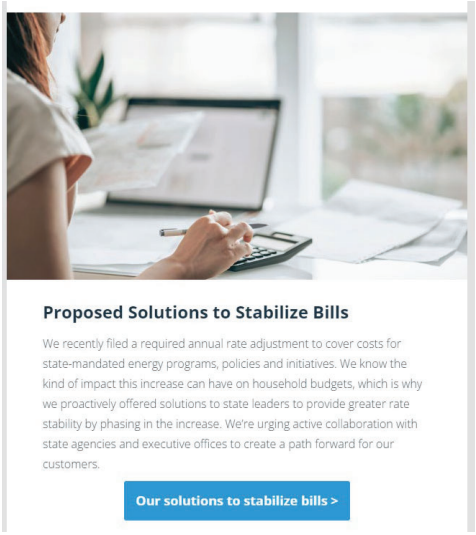
⇒ **Equity and Environmental Justice Communities**

- 13 virtual and in-person meetings/site visits (May 28 – August 27)
- City of Hartford
  - Center for Latino Progress (Hartford)
  - YWCA of Hartford (Hartford)
  - Nonprofit Accountability Group *(EJ Influencers with representatives from: Windham Area Ministry, CT Coalition for EJ, Sierra Club, BLM860, North Hartford Partnership, Acadia Center, Hartford Communities that Care, CT Citizen Action Group, CEEJAC)*
  - Kamora Cultural Center (Hartford)
  - NAACP of Greater Hartford (Hartford)
- City of New Britain
  - YWCA of New Britain (New Britain)
- Town of Stonington
  - Stonington Community Center (North Stonington)
- City of Waterbury
  - Bridge to Success Community Partnership (Waterbury)
- 65 emails sent to Executive Directors of Community Based Organizations (CBOs) servicing EJ populations in CT (May/June).
  - Emails were sent out in two batches with a focus on CBOs servicing cities and towns with the highest outstanding arrears in EJ communities.
  - Developed an outreach presentation, in simple terms, on the impacts of the bill and programs and services available.
  - Identified and engaged CBO partners/representatives to help with our messaging to CBOs serving our customers in EJ communities.

- Emailed CBOs with attachments and offer to meet. (Attachments include summaries of financial assistance programs to help eligible customers; Low Income Discount Rate (LIDR) Fact Sheet in both English and Spanish)

⇒ Direct Customer Communications

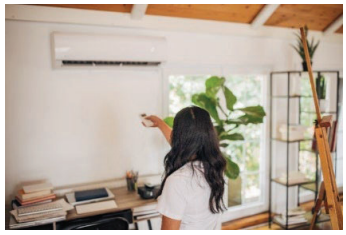
March Digital Customer Update



May Single-Topic Email (Residential Customers on Standard Service)

Subject: The cost for state-mandated energy programs increases July 1

Preheader: We can help you save with ways to manage your summer energy use



Summer Electric Rates Take Effect July 1

Starting July 1, the Standard Service energy supply rate will decrease from 14.71 cents per kWh to 8.99 cents per kWh. At the same time, you will see the Public Benefits portion of your bill increase about $48-per-month over 10 months. With these combined adjustments, if you use an average of 700 kWh per month, you'll see a net increase of approximately $8 per month to your bill.

What You Need to Know

- The increase is almost entirely within the Public Benefits portion of your bill, for state-mandated and approved energy programs, policies and initiatives, which we do not control or make a profit from. This rate has been approved by the Public Utilities Regulatory Authority (PURA).
- The Standard Service energy supply rate will also decrease July 1, which will offset a large portion of the increase. Those rates were recently filed and are being reviewed by PURA.
- The rates within the Public Benefits portion of your bill will be in effect from July 1, 2024 through Apr. 30, 2025. The Standard Service energy supply rate will be in effect from July 1 through Dec. 31, 2024.

What You Can Do

- While the Standard Service rate will decrease, we encourage you to continue to check supply rates and choose the lowest rate to help offset this increase.
- On average, you will use 35% more electricity during the summer months and that can get costly. Take advantage of our energy efficiency programs now – before the hot weather arrives.
- We also offer programs to help you pay your bill. Sign up for a payment plan or assistance program. We have a variety of options and plans and are here to help you find the one that's right for you.

See ways to manage your bill>

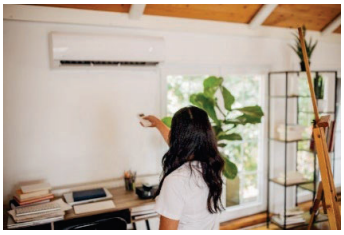
https://www.eversource.com/content/residential/account-billing/manage-bill/about-your-bill/energy-bill-assistance?utm_source=adhoc&utm_medium=email&utm_campaign=rates&utm_content=rammanagebillcta

EVERSOURCE ENERGY

May Single-Topic Email (Residential Customers on Third-Party Supply)

Subject: The cost for state-mandated energy programs increases July 1

Preheader: We can help you save with ways to manage your summer energy use



Summer Electric Rates Take Effect July 1

Starting July 1, all residential electric customers will see the "Public Benefits" portion of your bill increase about $48 per month for 10 months if you use an average of 700 kWh of electricity. While we do not control these pass-through costs for state-mandated energy programs, we have options that can help you manage or pay your bill this summer.

What You Need to Know

- You're currently receiving energy supply from a third-party energy supplier and any adjustments to your supply rate are not calculated in this change. We encourage you to continue to check supply rates and choose the lowest rate to help offset this increase.
- This increase is almost entirely within the Public Benefits portion of your bill for state-mandated and approved energy programs, policies and initiatives, which we do not control or make a profit from. All customers, regardless of your electric supplier, will see the same adjustment to this portion of their bill. This rate has been approved by the Public Utilities Regulatory Authority (PURA).
- The rates within the Public Benefits portion of your bill will be in effect from July 1 through Apr. 30, 2025.

What You Can Do

- On average, you will use 35% more electricity during the summer months and that can get costly. Take advantage of our energy efficiency programs now — before the hot weather arrives.
- We also offer programs to help you pay your bill. Sign up for a payment plan or assistance program. We have a variety of options and plans and are here to help you find the one that's right for you.

See ways to manage your bill>

https://www.eversource.com/content/residential/account-billing/manage-bill/about-your-bill/energy-bill-assistance?utm_source=adhoc&utm_medium=email&utm_campaign=rates&utm_content=ramanagebillcta

EVERSOURCE ENERGY

May Single Topic Email (Business Customers on Eversource Supply)

Subject: Energy supply costs decreasing July 1

Preheader: We can help you save with ways to manage summer energy use



Summer Electric Rates Take Effect July 1

Starting July 1, you can expect to see a decrease of approximately 6% per month on your business' electric bill. This change includes increases within the Public Benefits line items of your bill and a decrease to the Supply portion of your bill.

What You Need to Know

- This rate adjustment primarily consists of pass-through costs for state-mandated and approved energy programs, policies, and initiatives, which we do not control or make a profit from. This rate has been approved by the Public Utilities Regulatory Authority (PURA).
- The adjusted Standard Service energy supply rate will decrease July 1, which will offset the increase to the Public Benefits portion of the bill. Those rates were recently filed and are being reviewed by PURA.
- The rates within the Delivery portion of your bill will be in effect from July 1, 2024 through Apr. 30, 2025. The Standard Service energy supply rate will be in effect from July 1 through Dec. 31, 2024.

What You Can Do

- While the Standard Service rate will decrease, we encourage you to continue to check supply rates and choose the lowest rate to help offset this increase.
- You'll use more electricity during the summer months and that can get costly. Take advantage of our energy efficiency programs now – before the hot weather arrives.
- We also offer payment plans to help you stay current your bill.

See ways to manage your bill>

https://www.eversource.com/content/business/account-billing/manage-bill/about-your-bill/business-energy-bill-assistance?utm_source=bizadhoc&utm_medium=email&utm_campaign=rates&utm_content=bizrammanagebillcta

May Single Topic Email (Business Customers on Third-Party Supply)

Subject: The cost for state-mandated energy programs increases July 1

Preheader: We can help you save with ways to manage your summer energy use



Summer Electric Rates Filed; Take Effect July 1

Starting July 1, you can expect to see an increase of approximately 42% per month on the delivery portion of your electric bill, primarily due to increases within the Public Benefits line items of your bill. While we do not control these pass-through costs for state-mandated energy programs, we have options that can help you manage or pay your business' bill this summer.

What You Need to Know

- This rate adjustment primarily consists of pass-through costs for state-mandated and approved energy programs, policies and initiatives, which we do not control or make a profit from. This rate has been approved by the Public Utilities Regulatory Authority (PURA).
- You're currently receiving energy supply from a third-party energy supplier and any adjustments to your supply rate are not calculated in this change. We encourage you to continue to check supply rates and choose the lowest rate to help offset this increase.
- The rates within the Delivery portion of your bill will be in effect from July 1 through Apr. 30, 2025.

What You Can Do

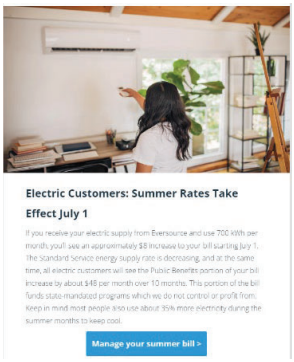
- You'll use more electricity during the summer months and that can get costly. Take advantage of our energy efficiency programs now — before the hot weather arrives.
- We also offer payment plans to help you stay current your bill.

See ways to manage your bill>

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EVERSOURCE ENERGY

June Digital Customer Update



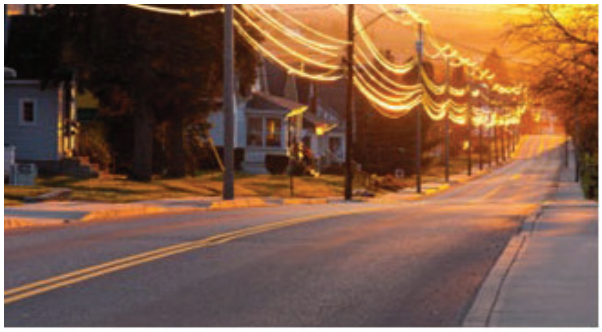
June On-bill Message

Message	Target Audience
Beginning on July 1, if you receive energy supply from Eversource you will see a decrease to your supply rate compared to June. The supply rate is decreasing due to the lower cost of natural gas, which the region relies on to produce electricity. The supply rate is adjusted two times a year in July and January. Energy use may also increase in the summer. See how we can help you use less energy and lower your bill at Eversource.com/home-savings.	CT-E

July All-Customer Email (Residential Customers)

Subject: Higher costs for state-mandated energy programs in effect

Preheader: Here's what you can do.



Summer Electric Rates in Effect

An increase to the Public Benefits portion of your bill for state-mandated and approved energy programs, policies and initiatives, took effect this month. While we don't control or make a profit from this portion of your bill, we do offer a variety of programs to help you manage your bill and have tips to help keep your energy use down this summer.

What You Can Do

- The Eversource Standard Service Supply decreased to 8.99 cents per kWh, effective July 1. We still encourage you to check supply rates and choose the lowest rate available to you.
- Manage your use with energy comparison tools. You can view your energy breakdown to see what appliances use the most energy and compare your energy use to the previous month. These tools require an Eversource account login.
- Learn about programs to help pay your bill. Sign up for a payment plan or assistance program. We have a variety of options and plans and are here to help you find the one that's right for you.

Visit our one-stop-shop to find the best option for you.

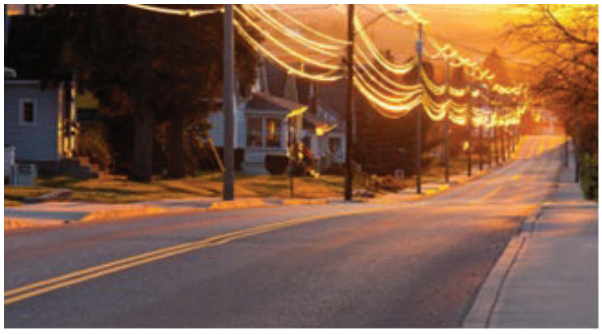
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July All-Customer Email (Commercial Customers)

Subject: Higher costs for state-mandated energy programs in effect

Preheader: Here's what you can do.



Summer Electric Rates in Effect

An increase to the Public Benefits portion of your bill for state-mandated and approved energy programs, policies and initiatives, took effect this month. While we don't control or make a profit from this portion of your bill, we do offer a variety of programs to help you manage your bill and have tips to help keep your energy use down this summer.

What You Can Do

- The Eversource Standard Service Supply decreased to 8.73 cents per kWh, effective July 1. We still encourage you to check supply rates and choose the lowest rate available to you.
- Manage your use with energy comparison tools. You can view your energy breakdown to see what appliances use the most energy and compare your energy use to the previous month. These tools require an Eversource account login.
- We also offer payment plans to help you if you need it.

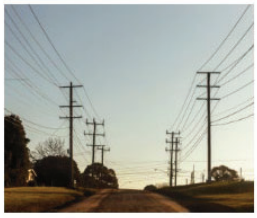
Visit our one-stop-shop to find the best option for you.

Check it out>

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August Digital Customer Update

Electric Customers: Summer Rates Now in Effect



Starting last month, an increase to the Public Benefits portion of your bill took effect. This portion of the bill funds state-mandated programs which we do not control or profit from. At the same time, the Standard Service Supply decreased to 8.99 cents per kWh. We want to help you understand these changes to your bill.

Watch our video >

Eversource.com/solutions:

- First published: Feb. 28, 2024
- First Update - May 1, 2024
- Second Update - May 17, 2024
- Third Update - July 3, 2024
- Fourth Update (addition of video) - July 31, 2024
- Most recent update – Aug. 31, 2024, for Sept. rate changes



- 218,142 page views from 168,138 unique customers (Feb 28, 2024 – Aug 31, 2024)

Promoted in homepage banner in Aug.

Explainer video: https://youtu.be/pLu6ZDFFJ4w

- 4,892 views

Published August 1 and promoted in:

- Homepage banner
- Aug. DCU
- Social media

⇒ Social Media

- Posts shared across Facebook, X, and the company's LinkedIn page
  - Join us virtually on Feb. 27 to learn about options available to help with your energy bill. We'll talk about protection from service disconnection, extended payment plans and no-cost energy efficiency programs. Register here: Feb 22, 2024

- REMINDER: There's still time to sign up and join us virtually tomorrow, Feb. 27 from noon to 1 p.m. to learn about options available to help with your energy bill Feb 26, 2024
- Our VP of Distribution Doug Horton talked with The Talk of Connecticut about a required rate adjustment to cover costs for state-mandated energy programs and our work to collaborate with state agencies and executive offices to help prevent rate shock. Tune in March 5, 2024
- In the CT Examiner, our Vice President of Energy Supply James Daly explains the forces driving our recent rate proposal, and how we're collaborating with state officials to help prevent rate shock for our customers this year and in the future. "It's complex, but one thing is certain—the facts are different than headlines suggest." Read more March 8, 2024
- Be sure to tune in Sunday morning to WTNH News 8's "This Week in Connecticut" with Dennis House to hear our VP of Distribution Rates Doug Horton talk about a necessary upcoming rate adjustment, how the increase is mainly driven by public policy and the solutions we've presented to stabilize customer bills. April 3, 2024
- "PURA's practice of pushing off costs to the future is breeding a loss of financial integrity for the electric companies, accompanied by rate shock and future pain for customers." More in this op-ed by our VP of Distribution Rates Doug Horton Connecticut Post April 8, 2024
- If you're having trouble paying your energy bill, we have flexible payment plans and financial assistance to help—including a bill discount for our electric customers who have financial hardship status. Visit our one-stop-shop to find the best option for you: May 3, 2024
- Our Standard Service supply rate will drop starting July 1. The decrease will help offset higher costs for state-mandated programs as our outreach and collaboration continues with the state on solutions to provide rate predictability for customers. Learn more: May 17, 2024
- If you're having trouble paying your energy bill, we have flexible payment plans and financial assistance to help—including a bill discount for our electric customers who have financial hardship status. Visit our one-stop-shop to find the best option for you: June 6, 2024
- Steve Sullivan on CT Politics TV June 18, 2024
- We know how challenging the rise in electricity costs driven by public policy are for our customers, and we have programs that can help you manage your bill. Visit our one-stop-shop to find the best option for you: July 5, 2024

- Tomorrow, our Vice President of Distribution Rates Doug Horton will be joining Melissa in the Morning on WICC600 to talk about the high bills our customers are experiencing as a result of public policy and higher summer usage. 📻 Tune in to hear how we're working to help. Aug 6, 2024
- Solutions to stabilize your bill Aug 8, 2024
- We appreciate how challenging the recent increase to the Public Benefits portion of your energy bill combined with high summer usage is. Aug 13, 2024
- If you're having trouble paying your energy bill, please don't wait to reach out for help. Aug 14, 2024

- Steve Sullivan LinkedIn posts
  - Connecticut ratepayers are getting their first electric bills since the July 1 rate increase, and I understand the frustration. It's been hot, and usage typically goes up in summer months. The increase in the Public Benefits portion of the bill pays for programs and policies required by the state, and Eversource doesn't control or profit from these rates. We have customer service representatives standing by to help those who need it: https://lnkd.in/ehjitQJd August 8, 2024
  - While your electric bill will of course always fluctuate based on how much you use, that's not the reason for the rate increase going into effect today. Public policy and short-sighted regulatory decisions are behind that. July 2024
  - Until we see Connecticut's regulatory decisions come back into alignment with law and state policy, our decisions on the deployment of our valuable capital resources must be based on our current experience with regulatory outcomes for utility investment. Thanks to Dan Newmyer for the opportunity to join him on CT Politics TV to break down the impact that public policy has on our customers' bills in Connecticut. June 2024
  - At the top of my agenda while speaking with the Northeastern CT Chamber of Commerce last week: solutions to support our customers. As Eversource Energy Vice President of Energy Supply James Daly said in his op-ed for the CT Examiner, "here we go again" is what people across the state are saying about our recently publicized electric rate increase. Over the past several weeks, we've met with numerous officials who recognize that rate shock will occur without intervention, and they understand that continually pushing costs off to the future is a costly trap for our customers. We have solutions and we're ready to provide rate stability. Collaboration is critical to making energy bills more affordable, building a clean energy future, and helping the

state reach its goals to fight climate change, all while providing safe and reliable power. Explore how we're working on solutions to stabilize your bill: https://lnkd.in/eSqaC-Dv March 2024

- As I've visited with many of Connecticut's Council of Governments over the past several months to connect with city and town leaders, a key topic we've discussed is the forces driving our energy rates. From the cost of gas supply to investments improving the reliability of our electric system, a variety of factors affect the two main driving forces on our customers' energy bills—the cost of generating power supply and the cost of delivering it reliably to homes and businesses. For example, last winter global market forces increased the price of liquefied natural gas (LNG) on the open market by a significant factor. This drove up the cost of energy for customers here in New England, where natural gas, supplemented by LNG during the winter, accounts for nearly half of our total power generation. Public policy goals and essential investments in building a smarter, cleaner energy system to combat climate change and increasingly frequent and severe storms also create additional costs. It is important to note that of the three components on your electric bill—supply, delivery, and public policy—Eversource Energy is only responsible and compensated for delivering power. While market forces, public policy and the weather remain largely outside our control, our team is actively working every day to connect our customers with solutions to manage their energy costs. February 2024

⇒ **General Media**

- News Releases
  - Eversource Proposes Solutions to Shield Customers from Rate Shock, Feb. 15, 2024
  - Eversource to Suspend New Electric Vehicle Charging Rebates, Apr. 18, 2024
  - Summer Energy Supply Costs Drop for Eversource Standard Service Customers, May 17, 2024

- Paid Content
  - Opinion: Eversource has solutions for customers (ctinsider.com), Feb. 20, 2024
  - No Other State is Experiencing the Rate Shock Connecticut's Regulatory Policies are Now Producing, March 7, 2024
  - Opinion: CT is repeating fiscal sins of past, this time with your utility bill, April 5, 2024

- PAID POST: What customers can expect with changes to Eversource electric bills starting in July, June 2, 2024
- Eversource (opinion): CT mandates increasing your electric bill in July; Here's what you need to know, July 1, 2024

- TV interviews (Doug Horton 10; Steve Sullivan 1; Jamie Ratliff 4)
  - Eversource proposes rate hike to help pay off millions in unpaid balances Feb 16, 2024
  - Eversource says state lawmakers can prevent rate hike April 7, 2024
  - CT '24: Town of Vernon, AARP launch petition against Eversource rate hike April 14, 2024
  - Lower supply rates won't mean lowered Eversource bills. Here's why May 17, 2024
  - Eversource bills increasing in July 2024 May 17, 2024
  - Energy costs to drop for Eversource customers this summer May 17, 2024
  - New electric rates take effect in Connecticut July 1 May 20, 2024
  - Steve Sullivan on CT Politics TV June 13, 2024
  - CT lawmakers discuss solutions to high electricity bills; one senator calls for special session Aug 5, 2024
  - CT residents voicing frustration over surge in public benefits utility costs Aug 6, 2024
  - Upset over your Eversource bill? You're not alone (wtnh.com) Aug 7, 2024
  - I-TEAM: The reason behind the increased electric bills (wfsb.com) Aug 8, 2024
  - Republican leaders address high electric bills (wfsb.com) Aug 8, 2024
  - CT '24: High electric bills Aug 11, 2024
  - Fox 61 high bills story – interview airing today

- Four radio interviews

- Newspaper Articles (sampling)
  - Eversource seeks 19% rate hike on CL&P customers Feb 19, 2024
  - What's behind CT electric rate hikes from Eversource and UI? Feb 24, 2024
  - Eversource Bills Hit with Doubling Charges for Public Programs, Millstone Deal April 4, 2024

- Eversource customers to face higher bills, but it could have been worse May 28, 2024
- Why Connecticut residents continue to see rising electric rates June 3, 2024
- Mandates Hit Eversource Customers with Highest Costs in 20 Years June 30, 2024
- Here's how Eversource, UI bills will change in Connecticut in July July 1, 2024
- Here's what's driving those soaring Eversource bills August 9, 2024
- Haar: Angry about your CT electric bill? Here's why it's so high August 9, 2024
- Rate shock: PURA decision left $265M hole customers are paying back through 'public benefits charge' August 13, 2024