Date Filed: September 24, 2026

Witness: Megan Bernardini
Request from: Office of Consumer Counsel

Question:

(CUSTOMER COMMUNICATIONS) Does the Company employ and/or use a disability coordinator or the position's equivalent to ensure communications are accessible to all customers? If yes, please explain.

Response:

No, the Company does not employ or use a disability coordinator or equivalent position. The Company ensures that material on the website is accessible and its commitment to website accessibility (https://www.eversource.com/residential/about/website-accessibility) is available on the Company's website's footer. Hearing or speech impaired customers can also use the telecommunications relay service by dialing 711 to use a relay operator to communicate with the Company's contact center.