From: Murray Renshaw <murraytheeye@snet.net>
Sent: Thursday, October 15, 2026 1:12 PM
To: Pura.ExecutiveSecretary <Pura.ExecutiveSecretary@ct.gov>
Subject: Department of Consumer Protection docket 2605-10

Re: Docket No. 26-05-10 — Eversource Electric Rate Case To the Public Utilities Regulatory Authority: I am a Connecticut ratepayer writing to express concern about Eversource charging an additional $11.00 when I pay my electric bill by credit card over the telephone with a live customer service representative. When I spoke with an Eversource representative, I was informed that I would be charged this additional fee. I question whether such a substantial charge is justified, particularly when customers are paying an essential utility bill. I respectfully ask PURA to investigate and clarify: 1. Whether this fee has been specifically approved by PURA. 2. Whether it is consistent with Connecticut law and applicable utility regulations. 3. Whether Eversource can be required to eliminate or reduce this fee, particularly for customers who pay through a live telephone representative. I am a senior citizen on a fixed income Please include my comments in the public record and address this concern as part of PURA's review of Eversource. Thank you for your consideration.

Murray Renshaw

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