Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(TERMINATION NOTICES) Exhibit CLP-REVREQ-2, Schedule H-2.0(B).

a. Does Eversource include any unregulated charges on its termination notice? If yes, provide a copy of the Company's termination notice, filled out completely as if it were being sent to a typical residential customer, with the unregulated charges highlighted.
b. Are unregulated charges included in the amount that must be paid to avoid termination?
c. Does the Company notify customers regarding unregulated charges prior to a termination notice? If yes, when does the Company notify customers and how frequently?

Response:

a. When a customer that is billed for electric service and other regulated charges (e.g. Energy Efficiency loans) accrues a past due balance, the Company's process is to split the electric service into a separate billing account from the loan account, while both remain associated with the same customer. After it is split, then generally, collection activity up to and including termination of service will occur on the electric service account only. Collection activity on other charges are generally performed through non-system-automated processing through the Energy Efficiency program administrators.

b. Please refer to subpart (a) of this response.

c. Please refer to subpart (a) of this response.