Date Filed: August 14, 2026

**Witness: Jared A. Lawrence**
**Request from: Office of Education, Outreach, and Enforcement**

**Question:**

(COMMUNICATIONS) Exhibit CLP-REVREQ-2, Schedule H-2.0(B). Does the Company annually provide new customers and existing customers with an explanation of rights, as described in § 16-3-100(c)(1)(B) of the Regulations of Connecticut State Agencies? Describe in detail if the explanation of rights is made available electronically to e-billing customers, or in writing for customers without online access.

**Response:**

Exhibit CLP-REVREQ-2, Schedule H-2.0(B) is included with disconnect notices and in addition, The Company provides all customers with an explanation of rights annually as a bill insert. Electronic billing customers receive this information via a link in their statement alert. A webpage on eversource.com also includes this information.