Date Filed: August 14, 2026

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

Question:

(SECURITY DEPOSITS) Does the Company provide a written copy of its policies and procedures to a non-residential customer who is required to provide a security deposit? Separately discuss how that information is provided to the customer.

Response:

The Company provides customer communication about security deposit information for non-residential customers in a number of ways, including:

- Within its Billing Rights, which is available on the web at: https://www.eversource.com/content/business/account-billing/manage-bill/about-your-bill/billing-rights.
- Via a bill insert – which explains payment options and information on when a deposit is refunded (refer to EOE-112, Attachment 1). This bill insert is sent following the Company's request for a security deposit.
- Displayed on the monthly bill – Both paid and unpaid security deposits are displayed on a customer's monthly bill. Customers who pay their security deposit also receive a letter confirming receipt (refer to EOE-112, Attachment 2).
- In live call conversations – Non-residential customers are also provided information verbally when speaking to a customer service representative. A security deposit may be requested at move-in or as a condition to reconnect service after non-payment. Move-in and reconnect service requests are completed during live call conversations and customers are *verbally* informed about the need for a security deposit and options available.

The above are customer communication methods and material - designed to provide a non-residential customer information. In contrast, the Company's policies and step-by-step instructions or procedures are not written to be used as *customer* communication. Rather, they are written to be guidelines that 'set the goal' and 'show the why' for the Company and its employees. Please see Exhibit CLP-CUSTOMER-1, at Page 46 for more information regarding the Company's definition of a "policy".