Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(COMMUNICATIONS) Exhibit CLP-REVQ-2, Schedule H-2.0(E). If requested, how are customers provided a copy of the Company's terms and conditions? Are written copies made available to customers without online access?

Response:

Customers can view terms and conditions at Eversource.com, under https://www.eversource.com/content/residential/account-billing/manage-bill/about-your-bill/rates-tariffs/gas-tariffs-rules. If a customer without online access requests a paper copy, a Customer Service Representative will mail it to them.