STATE OF CONNECTICUT
PUBLIC UTILITIES REGULATORY AUTHORITY
OFFICE OF EDUCATION, OUTREACH & ENFORCEMENT

July 17, 2026

Public Utilities Regulatory Authority
10 Franklin Square
New Britain, CT 06051

Re: Docket No. 26-05-10 – Application of The Connecticut Light and Power Company d/b/a Eversource Energy to Amend its Rate Schedules

Dear Commissioners:

The Office of Education, Outreach, and Enforcement (EOE) reviewed the Public Hearing Notices (Notices) submitted by The Connecticut Light and Power Company d/b/a Eversource Energy (CL&P or Company) in the above referenced proceeding. EOE reviewed the Notices in accordance with Connecticut General Statutes (Conn. Gen. Stat.) § 16-19(a)(1)–(4), specifically to ascertain if the Notices satisfy those statutory requirements and contain:

(1) the date, time and location of any scheduled public hearing;

(2) a statement that customers may provide written comments regarding the proposed amendment to the Public Utilities Regulatory Authority or appear in person at any scheduled public hearing;

(3) the Public Utilities Regulatory Authority telephone number for obtaining information concerning the schedule for public hearings on the proposed amendment; and

(4) whether the proposed amendment would, in the company's best estimate, increase any rate or charge by twenty per cent or more, and, if so, describe in general terms any such rate or charge and the amount of the proposed increase

After review, EOE's initial concern is the customer unfriendly nature of this customer notice. The dense text and litany of rates impede the customer's ability to thoughtfully engage with the information provided. EOE wants to ensure that customers fully understand the impact this rate case will have on their electric bills and will be fully informed on how to participate in this proceeding. Furthermore, EOE is concerned that the notice will generate additional customer inquiries for our Customer Affairs Resolution Center regarding the stated approximate 18% increase. EOE believes the 18% increase

represents a future rate where all other parts of their bill remain the same as it is today; however, the rate components included in Attachment A are also likely to increase. EOE believes the increase for Rates 1 and 5 for those same components is approximately 50%. Clarifying how the 18% portrays the increase that may occur from this proceeding may assist in customers' understanding.

After review, EOE requests the Authority direct CL&P to make the following changes to all its notices:

(1) Once the schedule has been made available, CL&P should update the dates of all remote and in-person public comment hearings to reflect those currently scheduled; and

(2) The bill increase and percent increase included in the section beginning "How will this proposed adjustment affect you?" and the hearing dates listed in the section beginning "Do customers and communities have a voice in the rate review process?" be clearly highlighted.

EOE confirms that with these changes implemented, the Notices will fulfill requirements 1 through 4 listed above. See Conn. Gen. Stat. § 16-19(a)(1)–(4).

Sincerely,

PUBLIC UTILITIES REGULATORY AUTHORITY
Office of Education, Outreach and Enforcement

CERTIFICATE OF SERVICE

I hereby certify that on this day the foregoing document was filed with the Public Utilities Regulatory Authority, and copies thereof were served upon each person designated on the official service list in this proceeding in accordance with R.C.S.A. § 16-1-15.

Sincerely,

By: /s/ Brittany Wyman
Brittany Wyman
Staff Attorney
PUBLIC UTILITIES REGULATORY AUTHORITY
Office of Education, Outreach and Enforcement