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Witness: Jared A. Lawrence, Jessica B. Cain, Timothy W. McGrath and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER BURDEN AND REMEDIATION PROCESS) Describe the process by which a customer disputes a fraudulent account, including all documentation required (e.g., police reports, notarized statements), and explain why such requirements are necessary. Additionally, quantify the average time required to resolve such disputes and any steps taken to reduce customer burden.

Response:

The process for a customer to dispute a fraudulent account includes the following:

a. When a customer calls in to Eversource to report Identity Theft ("ID Theft"), the Customer Service Representative ("CSR"), asks questions to determine if the customer has previously resided at the site.

b. If the customer indicates that they have not, the CSR obtains and confirms the customers' current mailing address, asks the customer if they know anyone living at the site in question, and if so, obtains the name of the individual.

c. The CSR adds a note into the customer information system with this pertinent information.

d. The CSR also adds a Red Flag identifier, signaling to other CSRs there is potential ID theft at the location.

e. The CSR mails the customer an ID Theft packet and advises the customer to complete and return it.

f. In addition, the CSR advises if the ID Theft packet is not completed and returned the ID Theft will not be investigated and they will remain responsible for the balance.

The above requirements are necessary to ensure that the fraudulent account claim has merit and is not simply being made to avoid responsibility for an incurred balance. Please refer to Attachment EOE-074, Attachment 1, for the ID Theft packet in which the Company states the results will be provided in writing within 30 calendar days. In 2025, the average time the Company took to process a ID Theft packet once received was 2 business days.