

ANNUAL FEE FREE COMPLIANCE FILING

As part of Eversource's most recent distribution rate case in Docket No. DE 19-057, the Company agreed to file an annual compliance filing that includes the following data for the immediately preceding calendar year:

- (i) the number of credit/debit card payments,
- (ii) costs associated with the credit/debit card payments,
- (iii) monitoring how quickly payments are being received from the date a bill is issued,
- (iv) number of credit card payments made by financially challenged/hardship customers
- (v) annual amount of uncollectibles, and
- (vi) qualitative improvements in customer satisfaction with this option.

Responses:

- (i) Residential customers made 428,680 credit/debit card payments between January 1, 2023 and December 31, 2023.
- (ii) Company costs associated with fee-free payments totaled \$634,446.40 between January 1, 2023 and December 31, 2023.
- (iii) Between January 1, 2023 and December 31, 2023, credit/debit card payments were received on an average of 16 days from the date a customer bill was issued.
- (iv) The number of credit/debit card payments made by financially challenged/hardship customers totaled 52,755 between January 1, 2023 and December 31, 2023.
- (v) The amount of uncollectibles was \$10,044,096 between January 2023 and December 2023.

- (vi) The 2023 qualitative analysis from the J.D. Power Electric Residential Study shows concerns about credit card fees have dropped twenty percentage points when compared with 2020 data. Please note that fees were eliminated on February 11, 2021; therefore, the 2021 qualitative data includes a period in which customers were still charged a fee. A notable drop in credit card fee concerns is shown when we review responses after the fee was eliminated.

Percent of Customer Sentiments Focus: Credit Card Fees

Source: J.D. Power Electric Residential Study

