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November 1, 2017

Debra A. Howland  
Executive Director  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429

RE: Docket No. DE 17-XXX  
Public Service Company of New Hampshire d/b/a Eversource Energy  
Proposed Tariff Amendment Re: Late Payment Charge

Dear Director Howland:

Consistent with RSA 378:3 and PART Puc 1605 relating to service or tariff changes other than a full rate case, Public Service Company of New Hampshire d/b/a Eversource Energy (“Eversource” or the “Company”) herein proposes to amend the terms of its tariff relating to the assessment of late payment charges as described in the Terms and Conditions Original Page 23 of Eversource’s tariff, NH PUC No. 9. Consistent with Puc 1605.02, enclosed with this cover letter and summary are annotated and clean tariff pages showing the proposed changes, and a supporting technical statement. Eversource proposes that the changes become effective on December 1, 2017 coincident with changes to the Company’s billing system to implement the change.

Beginning earlier this year and continuing to the present, Eversource customers have experienced delays in the posting of their mailed payments. According to information gathered by the Company, the average time for mailed payments to reach Eversource’s payment processing site in Dallas, Texas and be posted to customer accounts has increased from 3-5 business days, to 7-10 business days. The delay is primarily caused by a change in business of the U.S. Postal Service (“USPS”). Nationwide the USPS has both shifted resources to focus on same-day, next-day and Sunday deliveries, and consolidated USPS facilities to cut costs. These changes have resulted in a 37% reduction in USPS 3-day mail delivery nationwide.<sup>1</sup>

As described in the accompanying technical statement, while Eversource has taken some steps to improve the timeliness of payment processing and thereby improve customer satisfaction, additional protections are needed, if only temporarily until longer term solutions can be implemented. To that end, Eversource is proposing to amend the terms and conditions of its tariff to extend the timetable for assessing late payment charges from the due date on the bill as

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<sup>1</sup> See <http://www.linns.com/news/postal-updates/2016/september/usps-inspector-general-report-delayed-mail-increases.html>.

an additional measure to minimize customer impact resulting from the payment processing delays caused by the USPS. As noted in the attached technical statement, Eversource expects that the revenue effect is minimal.

Thank you for your assistance with this matter. If you have any questions about this matter, please do not hesitate to contact me.

Very truly yours,



Matthew J. Fossum  
Senior Counsel

Enclosures

CC: Amanda Noonan, Director, Consumer Services & External Affairs, NHPUC  
Rorie Patterson, Asst. Director, Consumer Services & External Affairs, NHPUC  
D. Maurice Kreis, Consumer Advocate, Office of the Consumer Advocate