

Eversource New Hampshire Mail Study

October 16th, 2018

Summary of Study

Eversource requested that its vendor, Century Bank, assist in a mail study to assess the payment posting time for NH customers.

Century Bank performed the following:

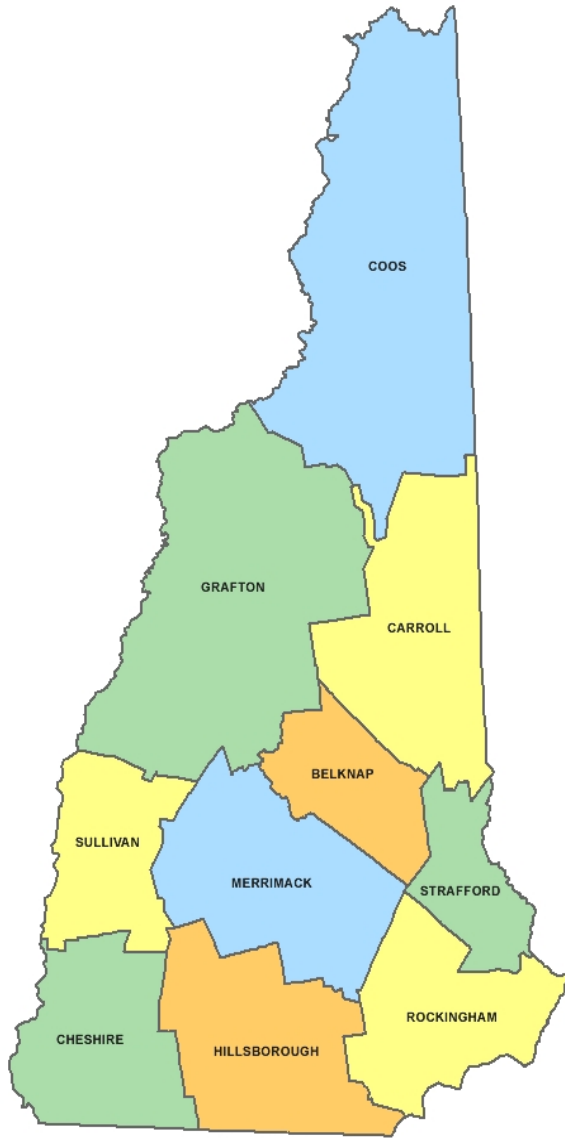
- Provided a random sample of 489 payments made by our New Hampshire customers.
- Processed the payments and recorded customer account numbers on the envelopes.
- Provided PDFs of the postmarked envelopes.

Eversource analyzed the data and is providing:

- Graphs illustrating payment processing time from postmark date based on calendar and business days.
- Ensure the samples included all cycles and geographic areas.
- An assessment of the outliers.

The logo for Eversource Energy, featuring the word "EVERSOURCE" in a bold, black, sans-serif font. The letter "O" is replaced by a stylized globe icon with horizontal blue and green bands.The logo for Century Bank, featuring the word "Century" in a red, italicized serif font and "Bank" in a grey, sans-serif font. Below the logo is the tagline "Our family's bank. And yours." in a grey, sans-serif font.

New Hampshire Demographic and Sample Distribution

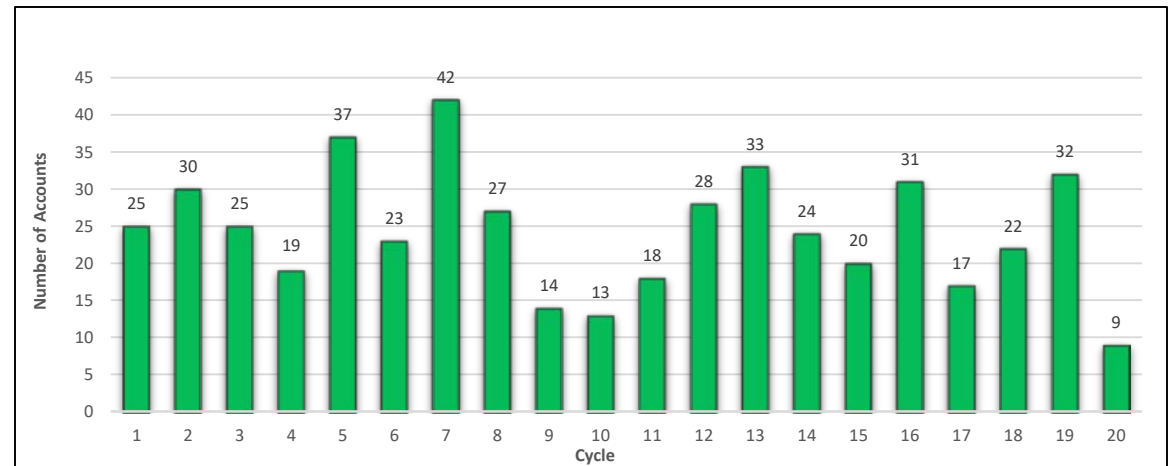


Population and Sample Distribution by County

County	* Population estimate per US Census Website	Service Population Weight	Distribution of Sample	Sample Weight
Belknap	55,329	4.85%	30	6.13%
Carroll	29,464	2.59%	52	10.63%
Cheshire	70,231	6.16%	46	9.41%
Coos	32,974	2.89%	34	6.95%
Grafton	58,462	5.13%	21	4.29%
Hillsborough	380,841	33.41%	139	28.43%
Merrimack	136,225	11.95%	43	8.79%
Rockingham	224,948	19.74%	67	13.70%
Strafford	112,233	9.85%	40	8.18%
Sullivan	39,036	3.42%	17	3.48%
Total	1,139,743		489	

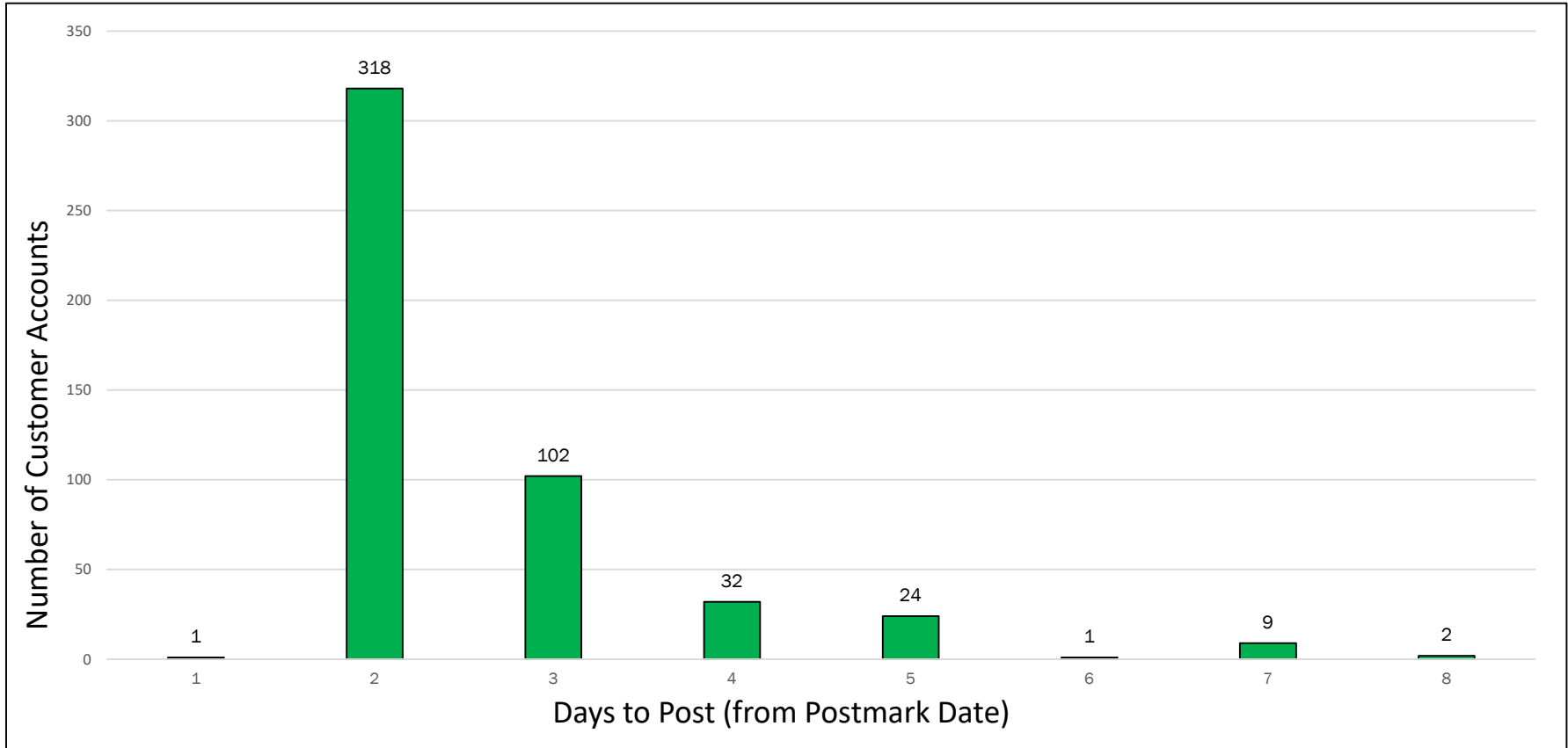
* Population only for 211 NH towns served by Eversource.

Distribution of Sample by Billing Cycle



Payment Processing Time – Calendar Days

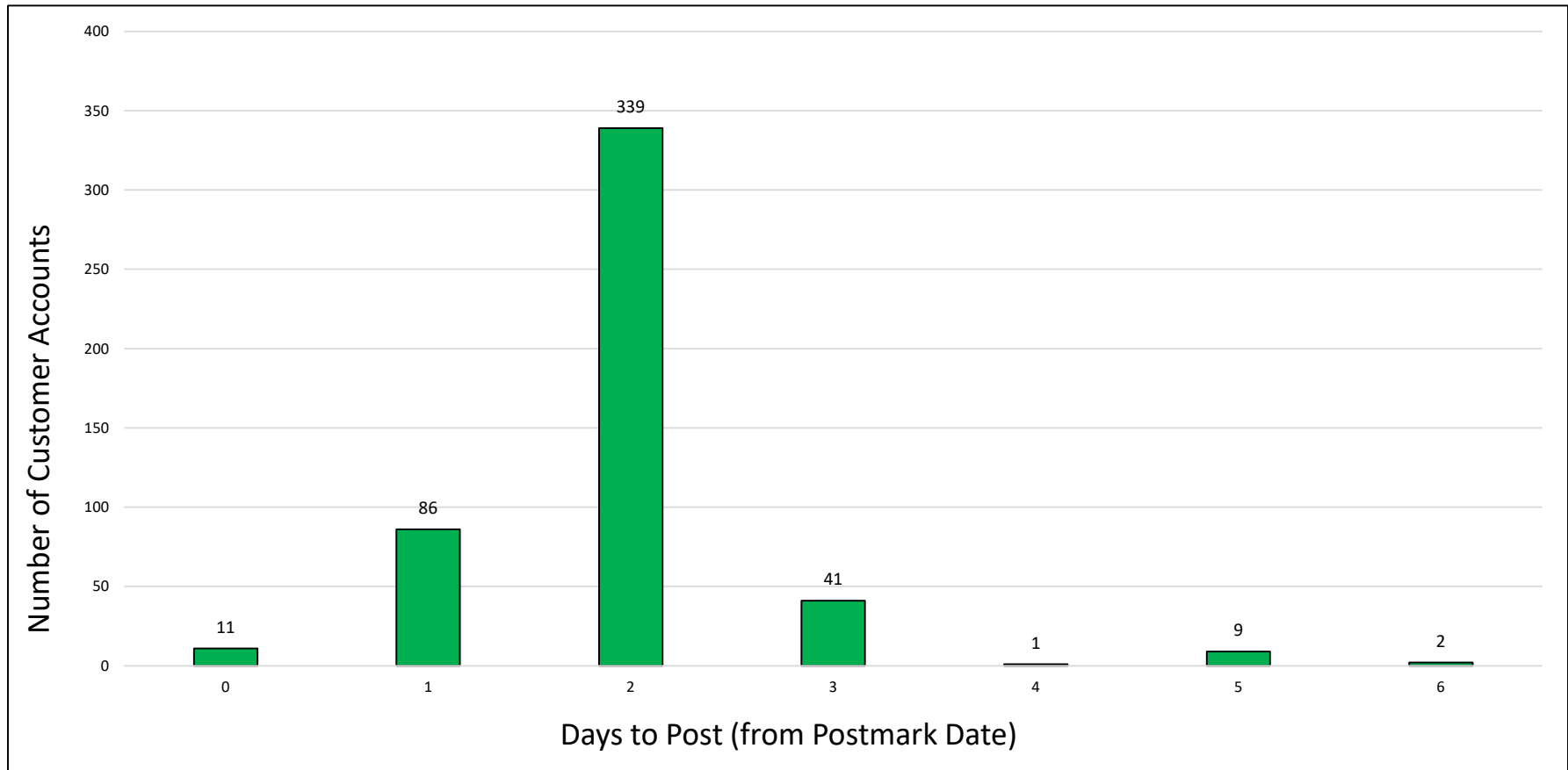
Number of CALENDAR DAYS Between Postmark to Payment Posting



- 97.5% of the sample was posted within 5 calendar days of the postmark date.
- 86% of the sample was posted within 3 calendar days of the postmark date.
- 65% of the sample was posted within 2 calendar days of the postmark date.

Payment Processing Time – Business Days

Number of BUSINESS DAYS Between Postmark to Payment Posting



- 89% of the sample was posted within 2 business days of the postmark date.
- 97.5% of the sample was posted within 3 business days of the postmark date.
- Accounts with 0 business days between postmark and payment posting consist of accounts that were postmarked on a Saturday and posted the following Monday.

Assessment of Postmark to Posting Outliers

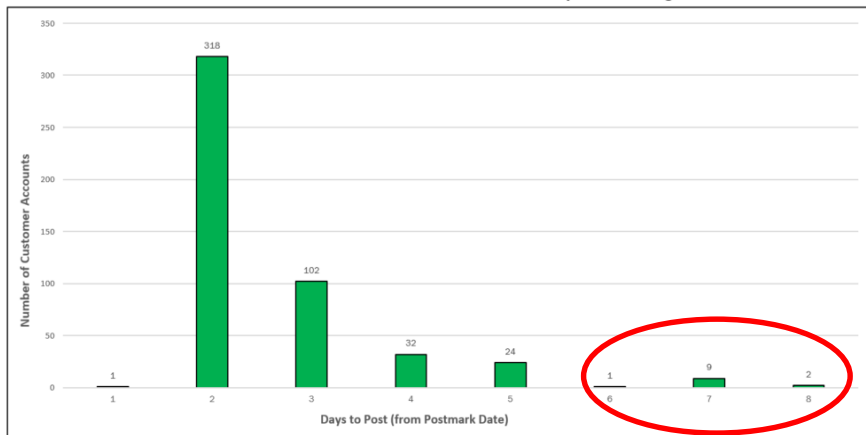
While analyzing payment processing times, Eversource noticed 12 outliers from our sample of 489. These outliers took more than 5 calendar days or 3 business days from postmark to payment posting.

Of the 12, we asked Century Bank to investigate a batch of 10 payments that were posted on the same date, July 31st. It was determined through correspondence with the USPS that:

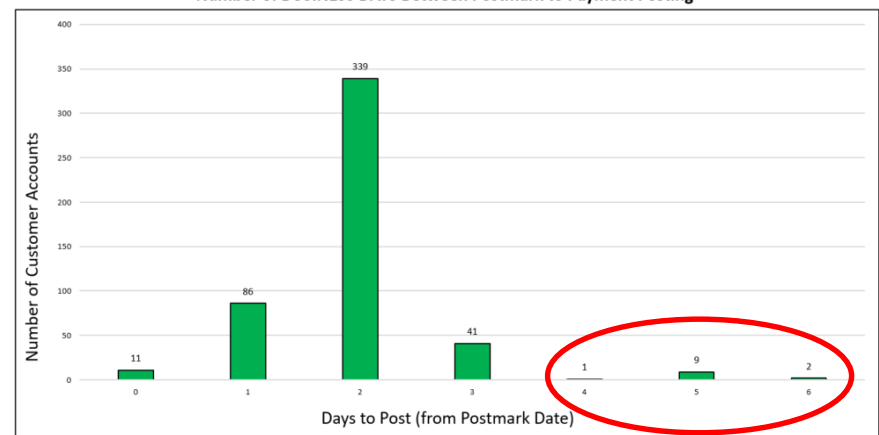
- 9 envelopes were incorrectly routed through Missouri.
 - Offering a potential explanation for this, an Operations Support Specialist with the USPS stated that it could have been as simple as a piece of mail in front of the batch getting stuck in front of their camera. This could have caused the 9 pieces to go through the feeder behind it, sending them to Missouri.
- The other payment posted on July 31st was mailed from Claremont, NH and was routed to White River Junction, Vermont.

Of the remaining outliers, one was determined to have been mailed from out of Eversource’s service territory (Maine) and the other was due to an unknown USPS issue.

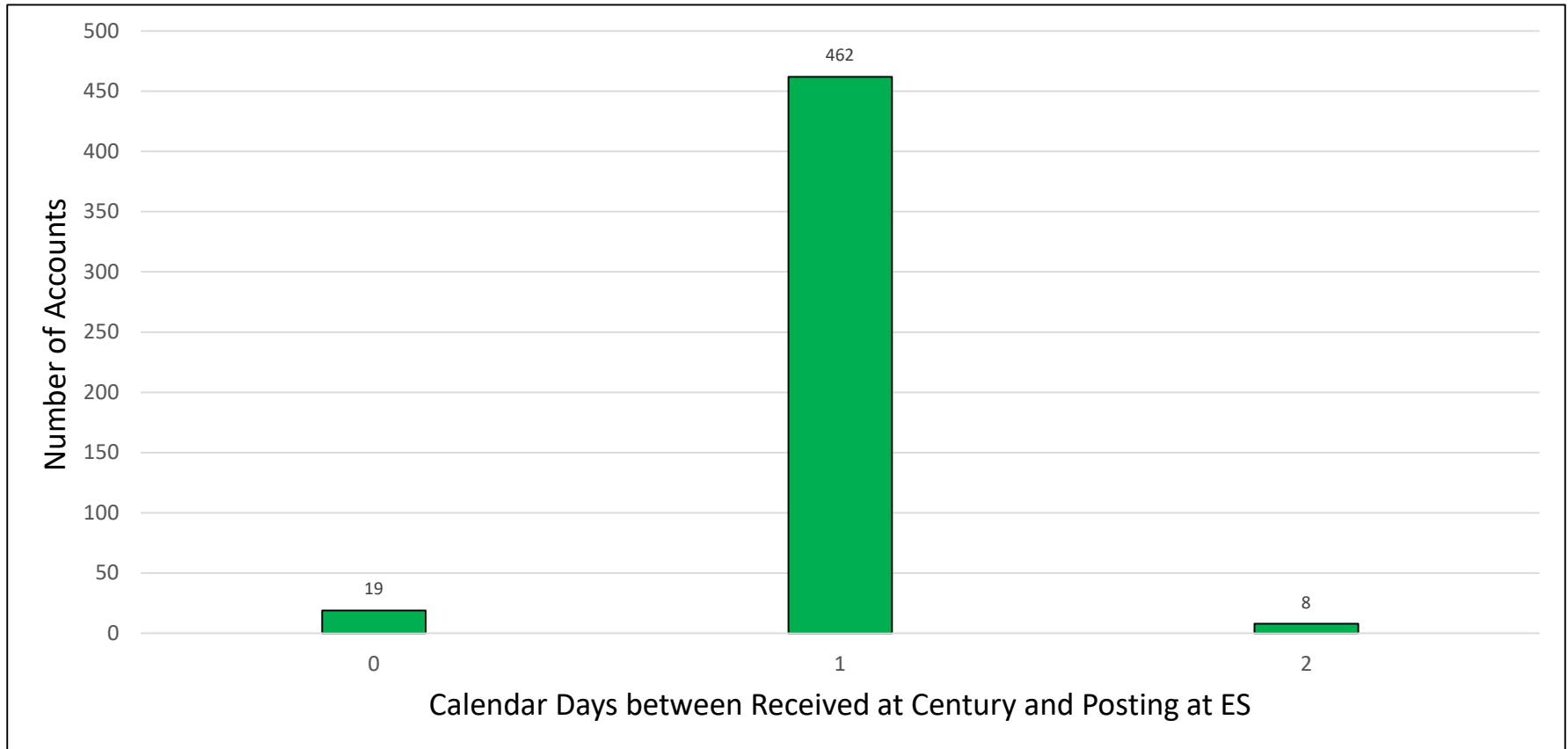
Number of CALENDAR DAYS Between Postmark to Payment Posting



Number of BUSINESS DAYS Between Postmark to Payment Posting

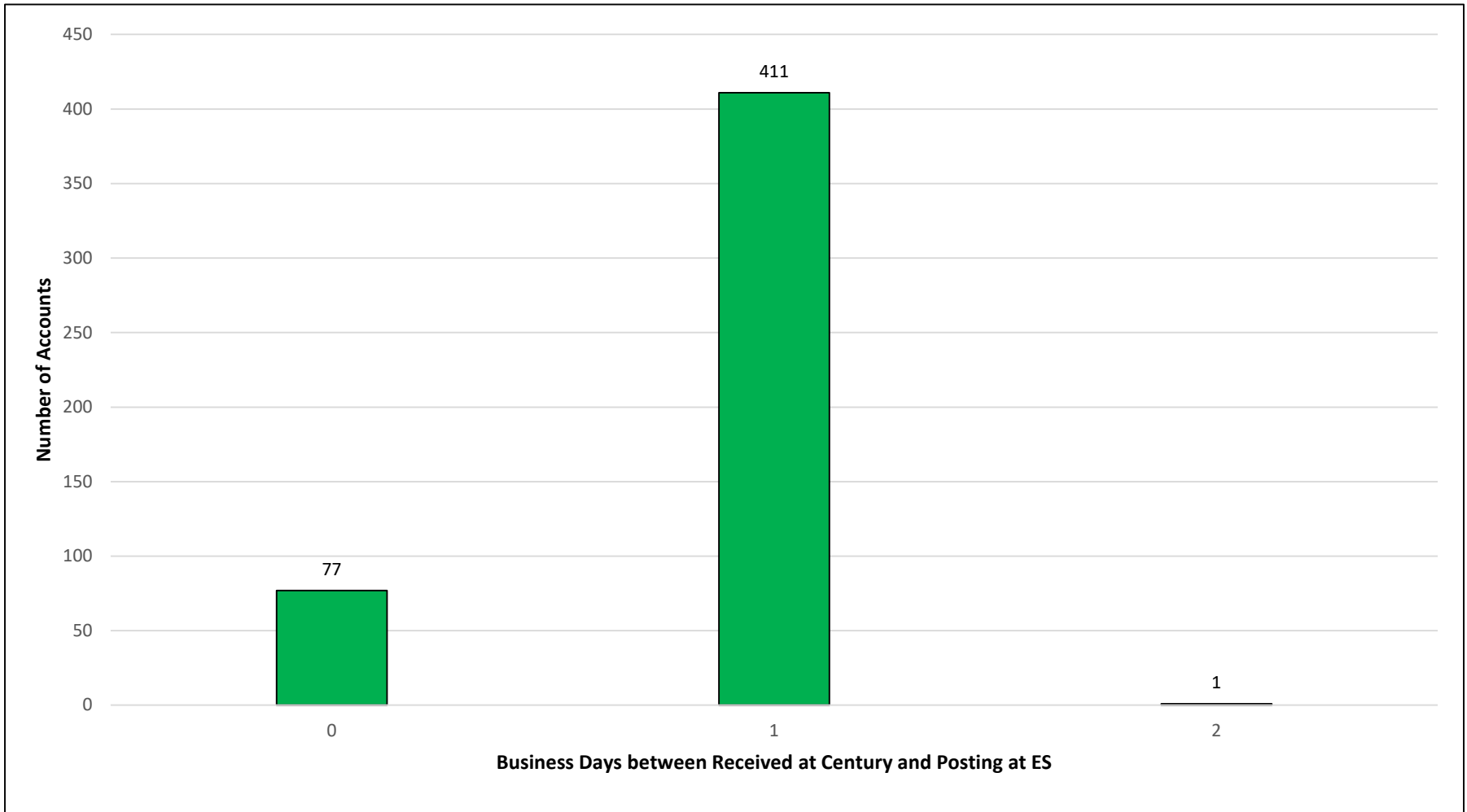


Calendar Days to Post from Date Mail is Received at Century Bank



- 98.36% of payments are posted at Eversource within 1 day of being received at Century.
- 100% of payments are posted at Eversource within 2 days of being received at Century.
- 7 out of 8 of the outlier accounts that took 2 days to post were received over the same weekend at Century on Sunday, August 12th.
 - Through discussion with Century, it was determined that these were most likely sorted out from “clean work.” Century’s processing machine could not process them; therefore, they were processed manually the following day.

Business Days to Post from Date Mail is Received at Century Bank



- 99.80% of payments are posted at Eversource within 1 business day of being received at Century.
- 100% of payments are posted at Eversource within 2 days of being received at Century.