

Received By: GMC

Date Received: 12/12/2017

Time Received: 02:25 PM

RE: Eversource Energy

ELECTRIC

P.O. Box 330

Manchester, NH 03105

(800) 286-5000



Customer Information

[REDACTED]

Bedford, NH 03110

[REDACTED]

Contact Information

Account #: [REDACTED]

Method of Contact: Call

Docket #: DE-17-171

Reason for Contact: BILLING

Staff Responding: GMC

Date: 12/12/2017

Waiting On Due Date:

Comments:

[REDACTED] called regarding her bill from Eversource. She states she received a bill for \$564 dollars (Eversource confirmed it is 514.03). When she called she was told she was late in making her payment on the budget so she was removed from the plan, \$150 was added and she feels given the fact she has been a customer for 20 years and never late, she should not have been removed from the plan. She mentioned that a couple of months ago her budget increased from \$164 to \$182 which she was OK with. She mailed a payment in October which was never received (she mailed it to Texas). She states that is why Eversource removed her from the plan.

Resolution:

12/12/17 - Asked [REDACTED] what she is looking to do. She would like to pay her current budget amount and cover the payment that was never received (\$364) and go back on the budget plan. She is struggling, working 2 jobs just to cover her bills. I told her I would contact the company to see what I could do for her and get back to her as soon as I hear back from them.

From: Cronin, Gary

Sent: Tuesday, December 12, 2017 2:33 PM

To: 'PSNHPUCLiaison'

Subject: [REDACTED]

[REDACTED] contacted our office because she was removed from the budget plan which she feels is unwarranted. She claims she sent in a payment in October and mailed it to Texas and was told that payment never showed up. As a result that made her past due and Eversource removed her from the Budget and added additional fees of about \$150. She is now told she is off the budget and must pay \$514. She would like to pay the current charge and the payment that never showed up (\$364) and go

back on the budget. She states she has not been late in the past.

Can you tell me what the status of her credit history is and could this be one of those "delay in posting" issues Eversource is experiencing because of the mail?

From: PSNHPUCLiaison [mailto:PSNHPUCLiaison@eversource.com]
Sent: Wednesday, December 13, 2017 2:07 PM
To: Cronin, Gary; PSNHPUCLiaison
Subject: RE: [REDACTED]

Hi Gary

Customer Service has contacted [REDACTED]. She can pay the past due of \$326.32 on 12/20 and then can be enrolled in Budget Billing again. [REDACTED] has the reps number and will contact her next week when she can make the payment.

Edited by Gary.M.Cronin on Wednesday, December 13, 2017

3:27 - Called [REDACTED] with Eversource's response. I left a message on her voicemail detailing what they agreed to and asked that she call me back to confirm that was her understanding and she is all set.

3:50 - [REDACTED] returned my call. She left a message on my voicemail stating she thinks she is all set. She said they first quoted her \$350 plus \$180 but by the end of the conversation they agreed to \$326.

4:03 - I called [REDACTED] back and left a message on her voicemail that's what they told me she would pay the \$326 on 12/20/17 then they would set her back on Budget Billing. I told her to call me back if she has any problems.

Edited by Gary.M.Cronin on Friday, December 15, 2017

12:44 - [REDACTED] called and left a message on my voicemail that "she thought it was worked out". \$182 posted yesterday they are telling her she needs to pay \$326 to get current. October's payment was lost. She asked for a callback.

Edited by Gary.M.Cronin on Monday, December 18, 2017

10:22 - Returned [REDACTED] call. It rang 3 times then went to a fast busy. No option to leave a message.

3:32 - Tried calling again. I was able to leave a message on [REDACTED] voicemail asking her to return my call. I left my direct #.

From: Cronin, Gary
Sent: Tuesday, December 19, 2017 9:01 AM
To: 'PSNHPUCLiaison'
Subject: RE: [REDACTED]
Importance: High

Good morning,

[REDACTED] called me again. She said she did speak with April in Customer Service who told her the \$182 that was paid in October just showed up. I assume this is part of the payment posting issue Evesource is having. April told her she has to pay the \$326 in addition to the \$182 that just posted. She said it was supposed to be a total of \$326 but April refused. She also went over her billing with April and believes they may have identified what is causing her high use. She asked April to send her a detail of her bills to day and what she paid to date and April told her she can't do that.

Can you please have a supervisor call [REDACTED] back, confirm with the \$182 just posting she just

needs to pay \$144 to get back on track with the Budget and reset her?

Can you also have them send her a detail of what she has paid to date and what she has been billed to date?

Not sure who April is but sounds like she may need some coaching.

If you could circle back with me once this is complete that would be great.

From: PSNHPUCLiaison [mailto:PSNHPUCLiaison@eversource.com]

Sent: Wednesday, December 20, 2017 11:58 AM

To: Cronin, Gary; PSNHPUCLiaison

Subject: RE: [REDACTED]

Hi Gary

A supervisor has left a voicemail for [REDACTED] with his direct phone number. She was re-enrolled in Budget Billing by April after she paid \$182. There seems to be some confusion between the customer and April. I am sure the supervisor can clear it up with her.

Edited by Gary.M.Cronin on Thursday, December 21, 2017

10:36 - Called [REDACTED] and left a message on her voicemail asking her to call me back. I stated I was following up to see if she is all set. I mentioned Eversource stated they called and left a message for her and I wanted to see if she actually spoke with a supervisor and is she all set. I left my direct # for her to call me back on.

Edited by Gary.M.Cronin on Friday, December 22, 2017

1:06 - No response from message left. I called [REDACTED] again and she said she did speak with a Supervisor (Bob) who told her she still owes the \$362. It was her December payment plus the \$140. She said at this point she is just going to pay it and then they will set her back on the budget in January for \$145. She said it will work out so she is just going to go with it.

From: Cronin, Gary

Sent: Friday, December 22, 2017 1:14 PM

To: 'PSNHPUCLiaison'

Subject: RE: [REDACTED]

I spoke with [REDACTED] today. She said she spoke with Bob Richard and he told her the same thing as April, she owes the \$362 (including her December payment). She said at this point she is just going to go with it and be done with it. She doesn't understand why they wouldn't have just allowed her to pay the \$140 now that the \$182 showed up and put her back on Budget. But she is letting it go. She said they will put her back on the budget of \$145 in January. I will say that given the fact this was a posting delay issue, Eversource shouldn't have been so quick to remove her from the budget and worked with her a bit more.

Closed: Yes

Date Closed: 12/13/2017

Adjusted Amt: \$0.00

Reopened: 12/19/2017

Date Closed: 12/22/2017