Consumer Contact Memo

Received By: EH

Date Received: 11/13/2017

Time Received: 09:23 AM

RE: Eversource Energy
P.O. Box 330
Manchester, NH 03105
(800) 286-5000

ELECTRIC

EXHIBIT
#2
DE 17-171

Customer Information

Seacoast Exhaust & Brake LLC

████████

Rochester, NH 03839

████

Contact Information

Account #:   ████████

Method of Contact: Call

Docket #:   DE-17-171

Reason for Contact: BILLING

Staff Responding: EH

Date: 11/13/2017

Waiting On Due Date:

Comments:

From: Hadley, Eileen
Sent: Monday, November 13, 2017 1:57 PM
To: PSNHPUCLiaison@eversource.com
Subject: ████████

Seacoast Exhaust & Brake LLC
████████ .
Rochester, NH
████

Customer called the PUC about late payment charges. He thinks that Eversource is purposely posting payments late to access the late fee.

Customer said he mailed his payment(s) on 10/20/17 and they didn?t get posted until 11/7/17. Both accounts have late fee?s around $2.35 on each account.

He has never had an issue with payments processing in a timely manner.

Realizing late payment posting has been in issue with Eversource for a while. I ask that you please review the account(s) and please consider waiving these late fee?s.

Let me know your decision. Thank you!

Eileen Hadley
Utility Analyst Consumer Services and External Affairs
New Hampshire Public Utilities Commission
21 South Fruit St. Suite 10

Batch ID: Eileen.M.Hadley-11/13/2017-11:59:21

Date Entered: 11/13/2017 1:59:00PM

Concord, NH 03301-2429
eileen.hadley@puc.nh.gov <mailto:eileen.hadley@puc.nh.gov>
voice: 603.271.6323 / fax: 603.271.3878

Resolution: 11/13 Sent to Eversource.

From: PSNHPUCLiaison [mailto:PSNHPUCLiaison@eversource.com]
Sent: Monday, November 20, 2017 2:40 PM
To: Hadley, Eileen; PSNHPUCLiaison
Subject: RE: ███████████

Hi Eileen

Diane waived the late payment charge on 11/13/17 for account ███████████ under the name of ███████
███████ and account ███████████ under the name of Seacoast Exhaust & LLC. I apologize you
were not informed this was completed.

Danielle

11/20 3:00 Called customer left message, late fees on both accounts have been waived and currently PUC has an
open docket about the late fee.

Closed: Yes   Date Closed: 11/20/2017   Adjusted Amt: $0.00

Reopened: Date Closed: