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January 14, 2022

Daniel C. Goldner, Chairman
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, New Hampshire 03301

**Re: Docket No. DE 19-057
Public Service Company of New Hampshire d/b/a Eversource Energy
Notice of Intent to File Rate Schedules-Annual Fee Free Credit/Debit Card Program
Compliance Filing**

Dear Chair Goldner:

Enclosed for filing on behalf of Public Service Company d/b/a Eversource Energy (the "Company") in the above-referenced docket please find the Company's Annual Fee Free Credit/Debit Card Program Compliance Filing.

In accordance with the New Hampshire Public Utilities Commission's Temporary Changes in Filing Requirements dated March 17, 2020, which suspends all rules requiring filing of paper copies until further notice, Eversource Energy is submitting this filing in electronic form only.

Please contact me if you have any questions.

Sincerely,



Jessica Buno Ralston

cc: Service List, Docket DE 19-057

Docket DE 19-057

Public Service Company of New Hampshire d/b/a Eversource Energy

ANNUAL FEE FREE CREDIT/DEBIT CARD PROGRAM COMPLIANCE FILING

As part of Public Service Company of New Hampshire d/b/a Eversource Energy's ("Eversource" or the "Company") most recent distribution rate case in Docket No. DE 19-057, the Company agreed to file an annual compliance filing regarding its Fee Free Credit/Debit Program 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.

The Company presents the following information on the Fee Free Credit Card Program for the time period February 11, 2021 (the date of program implementation) through December 31, 2021. Going forward, the annual compliance report will include a data for the full calendar year.

- (i) The Company received 238,020 Residential credit/debit card payments from February 11, 2021 through December 31, 2021.
- (ii) Company costs associated with fee-free payments totaled \$333,228 from February 11, 2021 through December 31, 2021.

- (iii) Credit/debit card payments were received on an average of 16 days from the date a customer bill was issued between February 11, 2021 through December 31, 2021.
- (iv) The number of credit/debit card payments made by financially challenged/hardship customers totaled 26,148 between February 11, 2021 and December 31, 2021.
- (v) The amount of uncollectibles was \$7,668,900 between February 2021 and December 2021. Please note that the program was implemented on February 11, 2021, so this amount includes 10 days in February prior to the program being implemented.
- (vi) The 2021 qualitative analysis from the J.D. Power Electric Residential Study shows concerns about credit card fees have dropped six 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 are 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

