

Exhibits

Exhibit RDC-1
Roger Colton
Fisher, Sheehan & Colton
Public Finance and General Economics
Belmont, MA

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Education:

J.D. (Order of the Coif, Phi Kappa Phi), University of Florida (1981)

M.A. (Regulatory Economics), McGregor School, Antioch University (1993)

B.A. Iowa State University (1975) (journalism, political science, speech)

Professional Experience:

Fisher, Sheehan and Colton, Public Finance and General Economics: 1985 - present.

As a co-founder of this economics consulting partnership, Colton provides services in a variety of areas, including: regulatory economics, poverty law and economics, public benefits, fair housing, community development, energy efficiency, utility law and economics (energy, telecommunications, water/sewer), government budgeting, and planning and zoning.

Colton has testified in state and federal courts in the United States and Canada, as well as before regulatory and legislative bodies in more than three dozen states. He is particularly noted for creative program design and implementation within tight budget constraints.

Professional Affiliations:

Past Chair: Belmont Zoning By-law Review Working Committee (climate change)
Past member: Board of Directors, Massachusetts Rivers Alliance
Columnist: Belmont Citizen-Herald
Former producer: Belmont Media Center: BMC Podcast Network
Former host: Belmont Media Center: Belmont Journal
Member: Belmont Town Meeting
Vice-chair: Belmont Light General Manager Screening Committee
Past Chair: Belmont Goes Solar
Coordinator: BelmontBudget.org (Belmont's Community Budget Forum)
Coordinator: Belmont Affordable Shelter Fund (BASf)
Past Chair: Belmont Solar Initiative Oversight Committee
Past Member: City of Detroit Blue Ribbon Panel on Water Affordability

Past Chair: Belmont Energy Committee
 Member: Massachusetts Municipal Energy Group (Mass Municipal Association)
 Past Chair: Housing Work Group, Belmont (MA) Comprehensive Planning Process
 Past Chair: Board of Directors, Belmont Housing Trust, Inc.
 Past Chair: Waverley Square Fire Station Re-use Study Committee (Belmont MA)
 Past Member: Belmont (MA) Energy and Facilities Work Group
 Past Member: Belmont (MA) Uplands Advisory Committee
 Past Member: Advisory Board: Fair Housing Center of Greater Boston.
 Past Chair: Fair Housing Committee, Town of Belmont (MA)
 Past Member: Aggregation Advisory Committee, NYSERDA.
 Past Member: Board of Directors, Vermont Energy Investment Corporation.
 Past Member: Board of Directors, National Fuel Funds Network
 Past Member: Board of Directors, Affordable Comfort, Inc.
 Past Member: National Advisory Committee, U.S. Department of Health and Human Services, Administration for Children and Families, Performance Goals for Low-Income Home Energy Assistance.
 Past Member: Editorial Advisory Board, International Library, *Public Utility Law Anthology*.
 Past Member: ASHRAE Guidelines Committee, GPC-8, *Energy Cost Allocation of Comfort HVAC Systems for Multiple Occupancy Buildings*
 Past Member: National Advisory Committee, U.S. Department of Housing and Urban Development, Calculation of Utility Allowances for Public Housing.
 Past Member: National Advisory Board: Energy Financing Alternatives for Subsidized Housing, New York State Energy Research and Development Authority.

Professional Associations:

National Association of Housing and Redevelopment Officials (NAHRO)
 National Society of Newspaper Columnists (NSNC)
 Association for Enterprise Opportunity (AEO)
 Iowa State Bar Association
 Energy Bar Association
 Association for Institutional Thought (AFIT)
 Association for Evolutionary Economics (AEE)
 Society for the Study of Social Problems (SSSO)
 Association for Social Economics

Books

Colton, *et al.*, *Access to Utility Service*, National Consumer Law Center: Boston (4th edition 2008).

Colton, *et al.*, *Tenants' Rights to Utility Service*, National Consumer Law Center: Boston (1994).

Colton, *The Regulation of Rural Electric Cooperatives*, National Consumer Law Center: Boston (1992).

Book Chapters

Colton (2018). The equities of efficiency: distributing energy usage reduction dollars, Chapter in Energy Justice: US and International Perspectives (Edited by Raya Salter, Carmen Gonzalez and Elizabeth Ann Kronk Warner), Edward Elgar Publishing (London, England).

Journal Publications

65 publications in industry and academic journals, primarily involving utility regulation and affordable housing. (list available upon request)

Technical Reports

200 technical reports for public-sector and private-sector clients (list available upon request)

Jurisdictions in which Expert Witness Provided

| | | |
|-----------------------------|---------------------------|---------------------------|
| 1. Maine | 17. Tennessee | 33. Montana |
| 2. New Hampshire | 18. Kentucky | 34. Colorado |
| 3. Vermont | 19. Ohio | 35. New Mexico |
| 4. Massachusetts | 20. Indiana | 36. Arizona |
| 5. Rhode Island | 21. Michigan | 37. Utah |
| 6. Connecticut | 22. Wisconsin | 38. Nevada |
| 7. New Jersey | 23. Illinois | 39. Idaho |
| 8. Maryland | 24. Minnesota | 40. California |
| 9. Pennsylvania | 25. Iowa | 41. Oregon |
| 10. Washington D.C. | 26. Missouri | 42. Washington |
| 11. Virginia | 27. Arkansas | 43. Hawaii |
| 12. North Carolina | 28. Louisiana | Canadian Provinces |
| 13. South Carolina | 29. Texas (Federal Court) | 1. Nova Scotia |
| 14. Florida (Federal Court) | 30. Kansas | 2. Ontario |
| 15. Alabama | 31. South Dakota | 3. Manitoba |
| 16. Mississippi | 32. North Dakota | 4. British Columbia |

Exhibit RDC-2

Company Eversource
 Contact Information John Braswell
 Date: 1/15/2025

| Question | New Hampshire | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 |
|----------|---|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 1 | Number of customer accounts coded financial hardship | 27,473 | 23,610 | 26,550 | 26,698 | 27,200 | 31,022 | 31,070 | 30,822 | 31,266 | 30,907 | 31,391 | 31,838 | 31,753 |
| 2 | Number of customers enrolled in the program | 764 | 1,187 | 2,066 | 2,639 | 2,833 | 2,970 | 3,251 | 3,436 | 3,327 | 3,216 | 3,388 | 3,642 | 4,251 |
| 3 | Number of customers who successfully completed the program | 0 | 6 | 7 | 4 | 101 | 10 | 10 | 5 | 12 | 8 | 6 | 20 | 47 |
| 4 | Number of customers dropped from the program | 0 | 0 | 3 | 38 | 104 | 124 | 96 | 164 | 371 | 446 | 319 | 266 | 212 |
| | Percent completed | | | | | | | | | | 0.2% | 0.2% | 0.5% | 1.1% |
| | Percent dropped | | | | | | | | | | 13.8% | 9.5% | 7.3% | 5.0% |
| 5 | Number of customers who re-enroll in the program after being dropped and length of time before re-enrollment | | | | | | | | | | | | | |
| 5a | Number of customers who re-enroll in the program after being dropped | 0 | 0 | 0 | 19 | 29 | 42 | 19 | 28 | 46 | 97 | 118 | 132 | |
| | Percent who re-enroll after being dropped | | | 2.6% | 18.3% | 23.4% | 43.8% | 11.6% | 7.5% | 10.3% | 30.4% | 44.4% | 62.3% | |
| 5b | The average length of time after being dropped from the program before re-enrollment (months) | 0 | 0 | 0 | 0.9 | 0.7 | 1.1 | 1.2 | 1.4 | 1.3 | 1.3 | 1.6 | 2.3 | 3.1 |
| 6 | Number of customers who re-enroll in the program after successful completion and length of time before re-enrollment | | | | | | | | | | | | | |
| 6a | Number of customers who re-enroll in the program after successful completion | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6b | The average length of time between completion and new enrollment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Number of customers who remain on budget plan after automatic enrollment upon completion within the last 12 months and for how long | | | | | | | | | | | | | |
| 7a | Number of customers in budget plan for 1-3 Months | 0 | 0 | 0 | 1 | 20 | 36 | 114 | 112 | 36 | 27 | 24 | 25 | 34 |
| 7b | Number of customers in budget plan for 4-6 Months | 0 | 0 | 0 | 0 | 0 | 1 | 8 | 12 | 103 | 105 | 110 | 22 | 25 |
| 7c | Number of customers in budget plan for 7-9 Months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 8 | 12 | 96 | 100 |
| 7d | Number of customers in budget plan for 10-12 Months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 8 |
| 7e | The average number of months a customer is on budget plan after automatic enrollment (months) | 0 | 0 | 0 | 2.4 | 0.9 | 1.1 | 2 | 2.8 | 3.5 | 4.5 | 5.2 | 6.1 | 6.34 |
| 8 | Total dollar amount of arrearages forgiven | \$26,012 | \$111,389 | \$168,799 | \$188,196 | \$536,786 | \$128,050 | \$168,406 | \$172,591 | \$182,429 | \$185,302 | \$188,980 | \$228,569 | \$226,922 |
| 9 | Average dollar amount per participating customer of arrearages forgiven | \$160 | \$228 | \$228 | \$168 | \$258 | \$154 | \$181 | \$155 | \$159 | \$147 | \$145 | \$146 | \$145 |
| 10 | Comparison of disconnections before and after program start | | | | | | | | | | | | | |
| 10a | Disconnections in 2019 | 3,569 | 2,088 | 2,988 | 1,633 | 2,244 | 3,063 | 3,101 | 855 | 29 | 52 | 75 | 114 | 3,569 |
| 10b | Disconnections | 920 | 803 | 1,501 | 1,623 | 1,600 | 1,208 | 1,756 | 776 | 21 | 42 | 48 | 61 | 1,893 |
| 11 | The number of days revenue outstanding (lead/lag) for hardship customers not on New Start compared to those that are on New Start | | | | | | | | | | | | | |
| 11a | The number of days revenue outstanding for hardship customers not on New Start | 164 | 141 | 119 | 92 | -14 | 62 | 58 | 82 | 84 | 79 | 96 | 113 | 118 |
| 11b | The number of days revenue outstanding for customers on New Start | 34 | 34 | 34 | 38 | 26 | 22 | 57 | 59 | 56 | 40 | 39 | 44 | 46 |
| 12 | Comparison of bills behind for hardship customers before and after program start | | | | | | | | | | | | | |
| 12a | The average amount of delinquency in dollars 2019 | \$581 | \$570 | \$566 | \$558 | \$563 | \$574 | \$577 | \$549 | \$540 | \$549 | \$592 | \$617 | \$581 |
| 12b | The average amount of delinquency in dollars | \$726 | \$721 | \$720 | \$694 | \$858 | \$761 | \$691 | \$764 | \$760 | \$797 | \$854 | \$894 | \$883 |
| 12c | The average age of receivables in days 2019 | 115 | 115 | 113 | 114 | 112 | 108 | 109 | 107 | 113 | 117 | 120 | 123 | 115 |
| 12d | The average age of receivables in days | 128 | 133 | 137 | 135 | 145 | 126 | 111 | 131 | 134 | 137 | 141 | 145 | 142 |
| 13 | Quantification of impact of program on field visits and customer service | | | | | | | | | | | | | |
| 13a | Number of field visits (for disconnection for non-payment orders) | 1,702 | 1,315 | 2,910 | 3,034 | 3,817 | 2,242 | 2,993 | 2,213 | 1,355 | 1,804 | 2,265 | 2,497 | 2,736 |
| 13b | Contact Center Customer Satisfaction | 7.1 | 9.3 | 7.6 | 8.2 | 5.2 | 6.9 | 4.3 | 7.9 | 9.1 | 8.3 | 9.3 | 3.7 | 6.6 |
| 14 | Quantification of impact of program on re-connections | 10 | 7 | 11 | 4 | 9 | 4 | 2 | 2 | 1 | 1 | 0 | 1 | 16 |
| 15 | Quantification of impact of program on uncollectible | 0.75% | 0.73% | 0.71% | 0.68% | 0.67% | 0.66% | 0.67% | 0.64% | 0.63% | 0.64% | 0.62% | 0.61% | 0.60% |
| 16 | The dollars of bills for current service by month (Statement Amount) | \$53,478 | \$163,271 | \$259,892 | \$376,940 | \$440,174 | \$611,438 | \$685,998 | \$675,824 | \$681,524 | \$652,526 | \$612,571 | \$720,329 | \$702,101 |
| 17 | The dollars of actual receipts from customers by month | \$52,989 | \$156,968 | \$208,802 | \$275,455 | \$658,074 | \$288,157 | \$370,603 | \$370,670 | \$400,216 | \$395,305 | \$406,724 | \$467,921 | \$483,989 |
| 18 | The number of accounts receiving a New Start bill by month | 334 | 962 | 1,552 | 2,331 | 2,750 | 2,775 | 3,100 | 3,126 | 3,221 | 3,115 | 2,537 | 3,406 | 3,346 |
| 19 | The number of accounts making a payment by month | 199 | 545 | 783 | 1,192 | 2,154 | 1,039 | 1,170 | 1,323 | 1,355 | 1,440 | 1,498 | 1,743 | 1,786 |
| 20 | The number of accounts in arrears (setting aside the New Start arrears. This would, in other words, be limited to arrears incurred since they entered the program) by month | 6 | 75 | 213 | 443 | 360 | 575 | 463 | 517 | 452 | 972 | 893 | 1,032 | 1,207 |
| 21 | The dollars of arrears (with the same disclaimers) by month | \$2,811 | \$14,564 | \$39,343 | \$90,895 | \$79,590 | \$156,323 | \$342,374 | \$295,917 | \$289,160 | \$312,322 | \$259,449 | \$349,214 | \$386,804 |
| 22 | The average arrears of accounts (other than their New Start arrears) by month | \$469 | \$194 | \$185 | \$205 | \$221 | \$272 | \$741 | \$573 | \$640 | \$322 | \$291 | \$338 | \$320 |
| 23 | The number of accounts with a \$0 balance by month | 738 | 1,112 | 1,833 | 2,196 | 2,478 | 2,395 | 1,194 | 1,326 | 1,292 | 1,405 | 1,409 | 1,548 | 1,781 |

Company
Contact Information
Date:

| Question | New Hampshire | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 |
|----------|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 1 | Number of customer accounts coded financial hardship | 32,222 | 31,262 | 30,885 | 30,172 | 27,829 | 27,663 | 27,148 | 27,375 | 27,972 | 27,912 | 28,651 | 28,476 | 28,500 | 28,015 |
| 2 | Number of customers enrolled in the program | 4,649 | 5,061 | 5,059 | 4,968 | 4,921 | 4,994 | 4,857 | 4,532 | 4,179 | 4,095 | 4,225 | 4,649 | 4,934 | 5,088 |
| 3 | Number of customers who successfully completed the program | 92 | 110 | 88 | 82 | 90 | 64 | 79 | 69 | 72 | 100 | 117 | 161 | 191 | 172 |
| 4 | Number of customers dropped from the program | 304 | 514 | 334 | 458 | 398 | 313 | 335 | 444 | 470 | 356 | 236 | 305 | 215 | 243 |
| | Percent completed | 2.0% | 2.2% | 1.7% | 1.7% | 1.8% | 1.3% | 1.6% | 1.5% | 1.7% | 2.4% | 2.8% | 3.5% | 3.9% | 3.4% |
| | Percent dropped | 6.5% | 10.2% | 6.6% | 9.2% | 8.1% | 6.3% | 5.9% | 9.8% | 11.2% | 8.7% | 5.6% | 6.6% | 4.4% | 4.8% |
| 5 | Number of customers who re-enroll in the program after being dropped and length of time before re-enrollment | | | | | | | | | | | | | | |
| 5a | Number of customers who re-enroll in the program after being dropped | 131 | 113 | 107 | 155 | 184 | 159 | 95 | 84 | 97 | 133 | 164 | 177 | 157 | 128 |
| | Percent who re-enroll after being dropped | 43.1% | 22.0% | 32.0% | 33.8% | 46.2% | 50.8% | 28.4% | 18.9% | 20.6% | 37.4% | 69.5% | 58.0% | 73.0% | 52.7% |
| 5b | The average length of time after being dropped from the program before re-enrollment (months) | 3 | 3.2 | 2.9 | 3.3 | 2.6 | 2.8 | 3.1 | 2.2 | 2.4 | 2.5 | 2.8 | 3.6 | 4.0 | 4.7 |
| 6 | Number of customers who re-enroll in the program after successful completion and length of time before re-enrollment | | | | | | | | | | | | | | |
| 6a | Number of customers who re-enroll in the program after successful completion | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 3 | 3 | 3 | 6 | 16 | 10 | 6 |
| 6b | The average length of time between completion and new enrollment | 0 | 0 | 0 | 0 | 0 | 3.1 | 3.8 | 2.8 | 3.6 | 4.6 | 3.8 | 7.2 | 9.4 | 6.8 |
| 7 | Number of customers who remain on budget plan after automatic enrollment upon completion within the last 12 months and for how long | | | | | | | | | | | | | | |
| 7a | Number of customers in budget plan for 1-3 Months | 72 | 154 | 235 | 258 | 268 | 310 | 300 | 285 | 250 | 251 | 267 | 275 | 354 | 526 |
| 7b | Number of customers in budget plan for 4-6 Months | 23 | 23 | 32 | 63 | 120 | 178 | 209 | 205 | 182 | 183 | 196 | 270 | 255 | 247 |
| 7c | Number of customers in budget plan for 7-9 Months | 98 | 18 | 22 | 22 | 21 | 26 | 47 | 90 | 121 | 125 | 137 | 104 | 141 | 132 |
| 7d | Number of customers in budget plan for 10-12 Months | 11 | 87 | 83 | 79 | 75 | 80 | 82 | 70 | 74 | 76 | 79 | 177 | 139 | 129 |
| 7e | The average number of months a customer is on budget plan after automatic enrollment (months) | 5.84 | 4.9 | 4.6 | 4.5 | 4.7 | 4.4 | 4.7 | 4.9 | 5.2 | 5.3 | 5.3 | 5.9 | 4.9 | 5.1 |
| 8 | Total dollar amount of arrearages forgiven | \$307,605 | \$366,787 | \$341,777 | \$321,998 | \$382,938 | \$395,265 | \$332,248 | \$297,540 | \$288,805 | \$292,085 | \$306,791 | \$292,067 | \$344,609 | \$288,497 |
| 9 | Average dollar amount per participating customer of arrearages forgiven | \$148 | \$162 | \$143 | \$134 | \$165 | \$164 | \$143 | \$149 | \$128 | \$147 | \$158 | \$146 | \$152 | \$142 |
| 10 | Comparison of disconnections before and after program start | | | | | | | | | | | | | | |
| 10a | Disconnections in 2019 | 2,088 | 2,988 | 1,633 | 2,244 | 3,063 | 3,101 | 855 | 29 | 52 | 75 | 114 | 3,569 | 2,088 | 2,988 |
| 10b | Disconnections | 1,737 | 1,798 | 1,071 | 1,780 | 1,461 | 1,726 | 552 | 45 | 46 | 41 | 70 | 1,809 | 1,957 | 1,166 |
| 11 | The number of days revenue outstanding (lead/lag) for hardship customers not on New Start compared to those that are on New Start | | | | | | | | | | | | | | |
| 11a | The number of days revenue outstanding for hardship customers not on New Start | 138 | 119 | 96 | 92 | 111 | 119 | 120 | 113 | 104 | 117 | 138 | 133 | 174 | 136 |
| 11b | The number of days revenue outstanding for customers on New Start | 44 | 40 | 39 | 35 | 42 | 35 | 37 | 40 | 40 | 36 | 37 | 34 | 38 | 37 |
| 12 | Comparison of bills behind for hardship customers before and after program start | | | | | | | | | | | | | | |
| 12a | The average amount of delinquency in dollars 2019 | \$570 | \$566 | \$558 | \$563 | \$574 | \$577 | \$549 | \$540 | \$549 | \$592 | \$617 | \$581 | \$570 | \$566 |
| 12b | The average amount of delinquency in dollars | \$874 | \$899 | \$866 | \$901 | \$885 | \$895 | \$836 | \$806 | \$802 | \$822 | \$837 | \$831 | \$836 | \$808 |
| 12c | The average age of receivables in days 2019 | 115 | 113 | 114 | 112 | 118 | 109 | 107 | 113 | 117 | 120 | 123 | 115 | 115 | 113 |
| 12d | The average age of receivables in days | 146 | 151 | 145 | 150 | 146 | 147 | 152 | 157 | 163 | 163 | 169 | 169 | 168 | 168 |
| 13 | Quantification of impact of program on field visits and customer service | | | | | | | | | | | | | | |
| 13a | Number of field visits (for disconnection for non-payment orders) | 2,720 | 3,051 | 2,055 | 2,999 | 2,957 | 2,875 | 1,178 | 1,248 | 1,644 | 1,711 | 1,946 | 2,913 | 3,013 | 3,057 |
| 13b | Contact Center Customer Satisfaction | 7.4 | 5.6 | 8.5 | 6.8 | 7.2 | 6.6 | 6.5 | 6.3 | 8.0 | 3.0 | 5.8 | 8.4 | 7.0 | 10.0 |
| 14 | Quantification of impact of program on re-connections | 11 | 33 | 25 | 31 | 29 | 8 | 13 | 3 | 1 | 3 | 3 | 25 | 18 | 13 |
| 15 | Quantification of impact of program on uncollectible | 0.61% | 0.63% | 0.64% | 0.69% | 0.70% | 0.71% | 0.72% | 0.74% | 0.76% | 0.79% | 0.82% | 0.84% | 0.85% | 0.84% |
| 16 | The dollars of bills for current service by month (Statement Amount) | \$895,340 | \$920,987 | \$879,158 | \$898,641 | \$668,675 | \$759,783 | \$699,617 | \$635,284 | \$646,953 | \$570,339 | \$617,770 | \$657,146 | \$703,553 | \$683,100 |
| 17 | The dollars of actual receipts from customers by month | \$593,893 | \$688,575 | \$644,414 | \$643,710 | \$602,599 | \$511,000 | \$529,993 | \$478,442 | \$511,728 | \$482,286 | \$490,949 | \$479,990 | \$550,772 | \$486,427 |
| 18 | The number of accounts receiving a New Start bill by month | 4,314 | 4,591 | 4,514 | 4,806 | 4,762 | 4,897 | 4,551 | 4,145 | 4,167 | 3,649 | 3,986 | 4,296 | 4,736 | 4,621 |
| 19 | The number of accounts making a payment by month | 2,355 | 2,599 | 2,742 | 2,907 | 2,794 | 2,898 | 2,811 | 2,436 | 2,643 | 2,451 | 2,443 | 2,625 | 2,952 | 2,786 |
| 20 | The number of accounts in arrears (setting aside the New Start arrears. This would, in other words, be limited to arrears incurred since they entered the program) by month | 1,294 | 1,212 | 1,296 | 1,193 | 1,407 | 1,290 | 1,384 | 1,372 | 1,122 | 905 | 954 | 895 | 1,194 | 1,220 |
| 21 | The dollars of arrears (with the same disclaimers) by month | \$394,946 | \$342,589 | \$355,769 | \$297,658 | \$369,790 | \$290,634 | \$195,526 | \$296,442 | \$289,757 | \$202,129 | \$219,013 | \$193,644 | \$252,501 | \$241,271 |
| 22 | The average arrears of accounts (other than their New Start arrears) by month | \$305 | \$283 | \$275 | \$250 | \$263 | \$225 | \$214 | \$216 | \$258 | \$223 | \$230 | \$216 | \$211 | \$198 |
| 23 | The number of accounts with a \$0 balance by month | 1,901 | 2,410 | 2,361 | 2,551 | 2,302 | 2,496 | 2,146 | 1,956 | 2,018 | 1,888 | 2,022 | 2,276 | 2,244 | 2,288 |

Company
Contact Information
Date:

| Question | New Hampshire | Jul-24 | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 |
|----------|---|-----------|-----------|-----------|-----------|-----------|---------------------|
| 1 | Number of customer accounts coded financial hardship | 27,988 | 27,827 | 27,486 | 27,267 | 27,781 | 25,884 |
| 2 | Number of customers enrolled in the program | 5,168 | 5,064 | 5,121 | 5,212 | 5,205 | 4,978 |
| 3 | Number of customers who successfully completed the program | 178 | 113 | 114 | 128 | 105 | 101 |
| 4 | Number of customers dropped from the program | 330 | 367 | 315 | 263 | 210 | 425 |
| | Percent completed | 3.4% | 2.2% | 2.2% | 2.5% | 2.0% | 2.0% |
| | Percent dropped | 6.4% | 7.6% | 6.2% | 5.0% | 4.0% | 8.5% |
| | Number of customers who re-enroll in the program after being dropped and length of time before re-enrollment: | | | | | | (See 5a and 88) |
| 5a | Number of customers who re-enroll in the program after being dropped | 272 | 253 | 269 | 107 | 115 | 88 |
| | Percent who re-enroll after being dropped | 82.4% | 65.4% | 85.4% | 40.7% | 54.8% | 20.7% |
| | The average length of time after being dropped from the program before re-enrollment (months) | 9.3 | 9.1 | 9 | 16.9 | 18.1 | 18.2 |
| 5b | Number of customers who re-enroll in the program after successful completion and length of time before re-enrollment: | | | | | | (See 6a and 7) |
| 6a | Number of customers who re-enroll in the program after successful completion | 12 | 7 | 8 | 8 | 4 | 7 |
| 6b | The average length of time between completion and new enrollment | 8.8 | 12.6 | 13.4 | 20.1 | 22.4 | 23.9 |
| | Number of customers who remain on budget plan after automatic enrollment upon completion within the last 12 months and for how long | | | | | | (See 7a thro 324) |
| 7a | Number of customers in budget plan for 1-3 Months | 517 | 449 | 380 | 341 | 341 | 324 |
| 7b | Number of customers in budget plan for 4-6 Months | 337 | 406 | 444 | 428 | 379 | 319 |
| 7c | Number of customers in budget plan for 7-9 Months | 128 | 158 | 205 | 289 | 315 | 360 |
| 7d | Number of customers in budget plan for 10-12 Months | 113 | 108 | 111 | 107 | 145 | 182 |
| | The average number of months a customer is on budget plan after automatic enrollment (months) | 4.0 | 4.3 | 4.6 | 4.9 | 5.2 | 5.5 |
| 7e | Total dollar amount of arrearages forgiven | \$331,953 | \$316,238 | \$303,659 | \$322,928 | \$288,540 | \$324,131 |
| 8 | Average dollar amount per participating customer of arrearages forgiven | \$143 | \$144 | \$141 | \$140 | \$140 | \$160 |
| 9 | Comparison of disconnections before and after program start | | | | | | (See 10a and 29) |
| 10a | Disconnections in 2019 | 1,633 | 2,244 | 3,063 | 3,101 | 855 | 29 |
| 10b | Disconnections | 887 | 1,499 | 1,774 | 2,306 | 711 | 19 |
| | The number of days revenue outstanding (lead/lag) for hardship customers not on New Start compared to those that are on New Start | | | | | | (See 11a and 93) |
| 11a | The number of days revenue outstanding for hardship customers not on New Start | 95 | 100 | 111 | 103 | 98 | 93 |
| 11b | The number of days revenue outstanding for customers on New Start | 36 | 37 | 36 | 69 | 92 | 117 |
| 12 | Comparison of bills behind for hardship customers before and after program start | | | | | | (See 12a thr 5540) |
| 12a | The average amount of delinquency in dollars 2019 | \$558 | \$563 | \$574 | \$577 | \$549 | \$540 |
| 12b | The average amount of delinquency in dollars | \$804 | \$782 | \$763 | \$553 | \$544 | \$555 |
| 12c | The average age of receivables in days 2019 | 114 | 112 | 108 | 109 | 107 | 113 |
| 12d | The average age of receivables in days | 170 | 163 | 158 | 160 | 160 | 163 |
| 13 | Quantification of impact of program on field visits and customer service | | | | | | (See 13a and 1,136) |
| 13a | Number of field visits (for disconnection for non-payment orders) | 2,701 | 2,659 | 2,943 | 3,784 | 2,109 | 1,136 |
| 13b | Contact Center Customer Satisfaction | 10.0 | 7.2 | 8.9 | 8.5 | 6.2 | 7.1 |
| 14 | Quantification of impact of program on re-connections | 9 | 28 | 29 | 31 | 16 | 1 |
| 15 | Quantification of impact of program on uncollectible | 0.88% | 0.85% | 0.84% | 0.85% | 0.83% | 0.85% |
| 16 | The dollars of bills for current service by month (Statement Amount) | \$729,018 | \$727,625 | \$766,024 | \$782,300 | \$700,598 | \$777,157 |
| 17 | The dollars of actual receipts from customers by month | \$565,104 | \$538,771 | \$530,472 | \$613,180 | \$542,000 | \$604,780 |
| 18 | The number of accounts receiving a New Start bill by month | 4,973 | 4,941 | 4,956 | 5,045 | 4,498 | 4,941 |
| 19 | The number of accounts making a payment by month | 3,199 | 3,110 | 3,140 | 3,368 | 3,092 | 3,076 |
| | The number of accounts in arrears (setting aside the New Start arrears. This would, in other words, be limited to arrears incurred since they entered the program) by month | 1,151 | 1,217 | 1,183 | 1,303 | 1,656 | 1,491 |
| 20 | The dollars of arrears (with the same disclaimer) by month | \$229,928 | \$235,604 | \$221,021 | \$267,774 | \$383,727 | \$324,157 |
| 21 | The average arrears of accounts (other than their New Start arrears) by month | \$200 | \$194 | \$187 | \$206 | \$232 | \$217 |
| 22 | The number of accounts with a \$0 balance by month | 2,544 | 2,496 | 2,693 | 2,759 | 2,277 | 2,278 |

Exhibit RDC-3

Public Service Company of New Hampshire d/b/a Eversource Energy
Docket No. DE 24-070

Date Request Received: December 17, 2024
Data Request No. MEOK TS1-009

Date of Response: January 13, 2025
Page 1 of 2

Request from: Mary Ellen O'Brien Kramer

Witness: Traynor, Daniel M.

Request:

Please reference the attachment to MEOK 1-001 dated 11/15/2024. Line 1 references the number of customer accounts coded as having a financial hardship. Line 2 references the number of customer accounts enrolled in the New Start program. Please provide the monthly data listed below from February 2022 to the present for customers who are coded as having a financial hardship but who are not enrolled in the New Start Program. In other words, this request is regarding customers who are listed in Line 1, but who are not listed in Line 2.

- a. The dollars of bills for current service by month (equivalent to Line 16 the attachment to MEOK 1-001 dated 11/15/2024);
- b. The dollars of receipts from customers by month (equivalent to Line 17 in the attachment to MEOK 1-001 dated 11/15/2024);
- c. The number of bills by month (equivalent to Line 18 in the attachment to MEOK 1-001 dated 11/15/2024);
- d. The number of accounts making payments by month (equivalent to Line 19 in the attachment to MEOK 1-001 dated 11/15/2024);
- e. The number of accounts with arrears by month (equivalent to Line 20 in the attachment to MEOK 1-001 dated 11/15/2024);
- f. The dollars of arrears of accounts in arrears by month (equivalent to Line 21 in the attachment to MEOK 1-001 dated 11/15/2024);
- g. The average arrears of accounts in arrears by month (equivalent to Line 22 in the attachment to MEOK 1-001 dated 11/15/2024);
- h. The number of bills with a \$0 balance by month (equivalent to Line 23 in the attachment to MEOK 1-001 dated 11/15/2024);

Public Service Company of New Hampshire d/b/a Eversource Energy
Docket No. DE 24-070

Date Request Received: December 17, 2024
Data Request No. MEOK TS1-009

Date of Response: January 13, 2025
Page 2 of 2

- i. The number of field visits for disconnection for nonpayment orders by month (equivalent to Line 13(a) in the attachment to MEOK 1-001 dated 11/15/2024);
- j. The number of account in arrears by month;
- k. The dollars of accounts in arrears by month;
- l. The number of accounts in arrears on a deferred payment agreement by month;
- m. The dollars of accounts in arrears on a deferred payment agreement by month;
- n. The number of active deferred payment agreements by month;
- o. The number of defaulted deferred payment agreements by month;
- p. The number of successful deferred payment agreements by month;
- q. The dollars of active payment agreements by month;
- r. The dollars of defaulted deferred payment agreements by month;
- s. The dollars of successful deferred payment agreements by month.

Response:

Please refer to Attachment MEOK TS1-009 for the requested information.

TS1-MEOK-09: Hardship Customers Not Enrolled in New Start

| a | b | c | d | e | f | g | h | i |
|---|---|------------------------------|---|--|--|---|---|---|
| The dollars of bills for current service by month | The dollars of receipts from customers by month | The number of bills by month | The number of accounts making payments by month | The number of accounts with arrears by month | The dollars of arrears of accounts in arrears by month | The average arrears of accounts in arrears by month | The number of bills with a \$0 balance by month | The number of field visits for disconnection for nonpayment orders by month |
| Apr-22 | \$7,758,143 | \$2,673,685 | 23,349 | 15,419 | 9,788 | \$6,071,400 | \$620 | 13,561 |
| May-22 | \$8,439,997 | \$2,132,554 | 21,290 | 13,256 | 8,842 | \$5,148,155 | \$582 | 12,454 |
| Jun-22 | \$8,092,052 | \$2,223,597 | 23,358 | 15,196 | 9,069 | \$4,698,630 | \$518 | 14,289 |
| Jul-22 | \$5,978,698 | \$2,149,170 | 22,962 | 14,786 | 8,096 | \$4,206,831 | \$484 | 14,266 |
| Aug-22 | \$5,000,633 | \$7,824,565 | 23,285 | 19,814 | 7,470 | \$3,988,181 | \$534 | 15,815 |
| Sep-22 | \$5,072,859 | \$2,277,981 | 26,748 | 10,000 | 8,424 | \$5,748,697 | \$623 | 18,324 |
| Oct-22 | \$5,320,987 | \$2,775,405 | 26,510 | 11,043 | 8,956 | \$5,421,882 | \$605 | 17,554 |
| Nov-22 | \$5,434,811 | \$2,035,402 | 22,559 | 10,106 | 7,700 | \$4,788,167 | \$622 | 14,859 |
| Dec-22 | \$8,636,238 | \$2,571,114 | 28,103 | 13,068 | 10,019 | \$6,376,873 | \$638 | 18,084 |
| Jan-23 | \$11,047,402 | \$3,188,987 | 27,908 | 15,234 | 10,806 | \$7,655,401 | \$705 | 17,042 |
| Feb-23 | \$11,183,544 | \$3,225,081 | 26,556 | 15,637 | 11,016 | \$8,132,023 | \$738 | 15,540 |
| Mar-23 | \$12,335,494 | \$3,672,192 | 28,469 | 18,506 | 11,562 | \$9,078,023 | \$785 | 16,907 |
| Apr-23 | \$9,850,032 | \$2,866,209 | 24,250 | 15,233 | 9,668 | \$7,215,737 | \$746 | 14,582 |
| May-23 | \$10,445,330 | \$3,585,979 | 27,944 | 19,396 | 11,179 | \$8,072,760 | \$722 | 16,705 |
| Jun-23 | \$9,406,269 | \$3,506,470 | 26,638 | 18,277 | 10,051 | \$7,064,100 | \$703 | 16,587 |
| Jul-23 | \$8,800,284 | \$2,828,911 | 24,240 | 16,708 | 8,938 | \$6,092,631 | \$682 | 15,311 |
| Aug-23 | \$9,378,724 | \$3,382,126 | 25,700 | 18,917 | 9,752 | \$8,624,085 | \$679 | 15,948 |
| Sep-23 | \$7,874,585 | \$2,659,347 | 23,704 | 17,017 | 8,853 | \$5,904,286 | \$667 | 14,851 |
| Oct-23 | \$7,162,970 | \$2,534,271 | 23,595 | 17,604 | 8,790 | \$5,590,379 | \$636 | 14,806 |
| Nov-23 | \$6,884,234 | \$2,051,092 | 21,992 | 16,084 | 7,997 | \$5,106,677 | \$646 | 14,085 |
| Dec-23 | \$7,546,606 | \$1,883,121 | 21,813 | 14,214 | 7,950 | \$5,263,979 | \$662 | 13,863 |
| Jan-24 | \$9,072,981 | \$2,986,499 | 24,442 | 17,677 | 9,339 | \$6,306,808 | \$675 | 15,103 |
| Feb-24 | \$9,324,871 | \$2,500,537 | 22,588 | 15,957 | 9,332 | \$6,676,035 | \$715 | 13,256 |
| Mar-24 | \$9,292,104 | \$2,781,224 | 24,866 | 17,608 | 9,497 | \$7,002,678 | \$737 | 15,389 |
| Apr-24 | \$8,404,045 | \$2,534,165 | 24,357 | 18,153 | 8,890 | \$6,422,102 | \$723 | 15,467 |
| May-24 | \$7,460,834 | \$2,472,362 | 24,151 | 18,595 | 8,650 | \$5,942,178 | \$687 | 15,501 |
| Jun-24 | \$6,437,995 | \$1,761,513 | 22,194 | 14,930 | 7,767 | \$4,941,727 | \$636 | 14,427 |
| Jul-24 | \$7,104,407 | \$2,283,296 | 23,485 | 17,328 | 7,745 | \$4,805,605 | \$620 | 15,740 |
| Aug-24 | \$7,328,505 | \$2,520,142 | 23,347 | 17,087 | 8,191 | \$4,909,082 | \$606 | 15,246 |
| Sep-24 | \$6,793,408 | \$2,296,537 | 22,990 | 16,638 | 8,217 | \$4,938,297 | \$601 | 14,773 |

Question (j) for 'The number of account in arrears by month' is a duplicate of question (i)
 Question (k) for 'The dollars of accounts in arrears by month' is a duplicate of question (f)

TS1-MEOK-09: Hardship Customers Not Enrolled in New Start

| | j | k | l | m | n | o | p | q | r |
|--------|----------|----------|--|---|---|--|---|---|---|
| | See note | See note | The number of accounts in arrears on a deferred payment agreement by month | The dollars of accounts in arrears on a deferred payment agreement by month | The number of active deferred payment agreements by month | The number of defaulted deferred payment agreements by month | The number of successful deferred payment agreements by month | The dollars of active payment agreements by month | The dollars of defaulted deferred payment agreements by month |
| Apr-22 | | | 1,925 | \$2,986,798 | 1,243 | 400 | 282 | \$2,039,470 | \$497,053 |
| May-22 | | | 1,283 | \$2,073,785 | 812 | 288 | 183 | \$1,373,699 | \$397,641 |
| Jun-22 | | | 1,373 | \$2,160,660 | 922 | 230 | 181 | \$1,458,996 | \$367,250 |
| Jul-22 | | | 1,609 | \$1,913,636 | 1,118 | 271 | 220 | \$1,270,743 | \$315,548 |
| Aug-22 | | | 1,947 | \$1,933,940 | 1,262 | 344 | 341 | \$1,324,798 | \$298,165 |
| Sep-22 | | | 2,820 | \$2,742,532 | 1,596 | 644 | 379 | \$1,847,296 | \$465,864 |
| Oct-22 | | | 2,613 | \$2,973,735 | 1,855 | 426 | 332 | \$2,116,838 | \$464,928 |
| Nov-22 | | | 2,578 | \$2,943,080 | 1,733 | 492 | 353 | \$2,014,321 | \$477,167 |
| Dec-22 | | | 2,165 | \$2,751,139 | 1,408 | 480 | 279 | \$1,896,408 | \$496,786 |
| Jan-23 | | | 1,994 | \$2,916,571 | 1,450 | 308 | 236 | \$2,226,848 | \$358,939 |
| Feb-23 | | | 1,872 | \$3,046,795 | 1,376 | 274 | 222 | \$2,287,837 | \$368,582 |
| Mar-23 | | | 1,808 | \$2,925,900 | 1,281 | 253 | 272 | \$2,119,769 | \$351,410 |
| Apr-23 | | | 2,036 | \$3,324,528 | 1,602 | 229 | 205 | \$2,600,951 | \$331,933 |
| May-23 | | | 2,378 | \$3,782,652 | 1,725 | 405 | 248 | \$2,637,210 | \$620,642 |
| Jun-23 | | | 2,501 | \$3,583,341 | 1,931 | 375 | 285 | \$2,547,230 | \$531,785 |
| Jul-23 | | | 2,694 | \$3,491,653 | 1,988 | 425 | 281 | \$2,540,761 | \$584,693 |
| Aug-23 | | | 2,759 | \$3,409,636 | 1,987 | 462 | 310 | \$2,376,326 | \$605,301 |
| Sep-23 | | | 2,300 | \$2,751,710 | 1,605 | 386 | 309 | \$1,927,294 | \$466,738 |
| Oct-23 | | | 2,282 | \$2,864,907 | 1,601 | 357 | 324 | \$2,026,951 | \$425,564 |
| Nov-23 | | | 2,192 | \$2,799,671 | 1,444 | 395 | 353 | \$1,883,129 | \$485,386 |
| Dec-23 | | | 1,851 | \$2,496,966 | 1,115 | 479 | 257 | \$1,518,561 | \$644,261 |
| Jan-24 | | | 1,696 | \$2,304,051 | 1,042 | 367 | 197 | \$1,587,859 | \$423,106 |
| Feb-24 | | | 1,458 | \$2,271,449 | 970 | 294 | 194 | \$1,586,996 | \$434,681 |
| Mar-24 | | | 1,405 | \$2,268,958 | 870 | 273 | 262 | \$1,471,328 | \$440,621 |
| Apr-24 | | | 1,726 | \$2,678,484 | 1,252 | 294 | 180 | \$1,907,824 | \$440,388 |
| May-24 | | | 2,024 | \$2,998,241 | 1,337 | 421 | 266 | \$1,908,257 | \$670,537 |
| Jun-24 | | | 1,851 | \$2,769,823 | 1,193 | 444 | 214 | \$1,789,391 | \$637,891 |
| Jul-24 | | | 1,777 | \$2,772,452 | 1,135 | 399 | 243 | \$1,725,087 | \$655,299 |
| Aug-24 | | | 1,687 | \$2,632,465 | 1,077 | 350 | 240 | \$1,629,741 | \$550,548 |
| Sep-24 | | | 1,624 | \$2,355,993 | 1,023 | 363 | 238 | \$1,355,488 | \$552,028 |

TS1-MEOK-09: Hardship Customers Not Enrolled in New Start

The dollars of successful
deferred payment
agreements by month

| | |
|--------|-----------|
| Apr-22 | \$450,235 |
| May-22 | \$302,445 |
| Jun-22 | \$334,414 |
| Jul-22 | \$327,345 |
| Aug-22 | \$310,978 |
| Sep-22 | \$429,373 |
| Oct-22 | \$391,669 |
| Nov-22 | \$451,592 |
| Dec-22 | \$357,945 |
| Jan-23 | \$330,784 |
| Feb-23 | \$390,376 |
| Mar-23 | \$454,721 |
| Apr-23 | \$391,644 |
| May-23 | \$524,800 |
| Jun-23 | \$504,326 |
| Jul-23 | \$356,199 |
| Aug-23 | \$428,009 |
| Sep-23 | \$357,677 |
| Oct-23 | \$412,392 |
| Nov-23 | \$431,157 |
| Dec-23 | \$334,144 |
| Jan-24 | \$293,086 |
| Feb-24 | \$249,773 |
| Mar-24 | \$357,010 |
| Apr-24 | \$330,271 |
| May-24 | \$419,430 |
| Jun-24 | \$341,742 |
| Jul-24 | \$391,936 |
| Aug-24 | \$458,177 |
| Sep-24 | \$448,476 |

| Pct Coverage Ratio | Pcts to Bill Remds | Pct Hardship arrear | Percent Hardship deferred DPA | Percent Successful DPA | Pct New Start Skipped | Pct New Start arrear |
|--------------------|--------------------|---------------------|----------------------------------|---------------------------|-----------------------|----------------------|
| 34.5% | 66.0% | 61.9% | 29.9% | 34.6% | | |
| 43.2% | 62.2% | 43.5% | 22.4% | 34.3% | | |
| 36.5% | 60.0% | 38.8% | 18.8% | 33.2% | | |
| 36.0% | 64.8% | 37.5% | 16.8% | 33.2% | | |
| 39.0% | 68.1% | 32.4% | 17.7% | 33.5% | | |
| 48.9% | 61.4% | 31.4% | 25.0% | 35.0% | | |
| 51.2% | 41.7% | 33.5% | 16.3% | 33.7% | | |
| 37.5% | 64.0% | 34.1% | 10.1% | 33.7% | | |
| 29.8% | 46.6% | 25.7% | 22.2% | 32.0% | 11.2% | 14.6% |
| 28.9% | 54.6% | 38.9% | 16.6% | 31.8% | 9.6% | 41.0% |
| 26.0% | 48.0% | 41.5% | 10.6% | 31.9% | 9.6% | 39.4% |
| 19.6% | 63.0% | 48.6% | 10.6% | 35.1% | 7.0% | 40.8% |
| 19.2% | 42.9% | 39.0% | 11.2% | 30.1% | 8.4% | 36.1% |
| 38.2% | 69.4% | 40.0% | 17.0% | 36.4% | 6.5% | 30.0% |
| 37.9% | 72.4% | 37.1% | 14.5% | 31.8% | 10.2% | 36.4% |
| 32.1% | 60.3% | 36.9% | 15.8% | 30.4% | 6.0% | 29.7% |
| 35.1% | 73.5% | 37.9% | 16.7% | 31.2% | 6.2% | 34.8% |
| 31.0% | 71.6% | 37.3% | 16.8% | 33.4% | 8.3% | 29.5% |
| 29.4% | 74.6% | 37.3% | 15.6% | 34.2% | 6.3% | 28.3% |
| 29.0% | 71.1% | 36.0% | 16.6% | 30.1% | 6.9% | 30.4% |
| 25.0% | 66.2% | 39.4% | 21.0% | 33.9% | 6.6% | 31.1% |
| 16.6% | 70.1% | 38.2% | 22.5% | 32.3% | 11.2% | 36.6% |
| 17.4% | 70.6% | 41.3% | 20.2% | 33.9% | 6.7% | 34.6% |
| 20.9% | 70.8% | 38.2% | 19.4% | 38.6% | 6.6% | 23.0% |
| 30.6% | 74.6% | 36.3% | 17.0% | 30.4% | 6.0% | 23.8% |
| 35.2% | 77.0% | 36.8% | 20.6% | 33.1% | 6.0% | 25.2% |
| 27.4% | 67.3% | 39.0% | 24.0% | 23.6% | 4.8% | 39.4% |
| 30.1% | 73.6% | 33.0% | 29.5% | 30.7% | 6.4% | 33.1% |
| 34.4% | 70.2% | 34.7% | 21.0% | 34.6% | 7.6% | 24.6% |
| 33.8% | 72.4% | 39.7% | 22.4% | 34.7% | 6.2% | 23.9% |

Exhibit RDC-4

Public Service Company of New Hampshire d/b/a Eversource Energy
Docket No. DE 24-070

Date Request Received: December 17, 2024 **Date of Response: January 13, 2025**
Data Request No. MEOK TS1-001 **Page 1 of 2**

Request from: Mary Ellen O'Brien Kramer

Witness: Traynor, Daniel M.

Request:

Please reference the attachment to MEOK 1-001 dated 11/15/2024.

- a. Please explain why there appears to be an increase in the number of New Start customers who re-enroll in the program after being dropped from the program. See Line 5a. For example, in July 2024, there appears to be a significant increase.
- b. Please explain why there also appears to be an increase in the average number of months between when a New Start customer re-enrolls in the program after being dropped from the program. See Line 5b. For example, in July 2024, the number of months nearly doubled.

Response:

- a. New Start was launched in March 2022 and is still a relatively new program in New Hampshire. Therefore, customer participation behavior is not yet indicative of steady state. In steady state, it's reasonable to expect that the percent of customers who re-enroll after being dropped for non-payment will have less variation year-over-year, with all else equal. While it's difficult to extrapolate customer behavior drivers, the Company provides the following insight.

The data reflects higher New Start enrollment during the non-winter period. During the winter season, special winter service protections are in place. For example, during each winter period, customers with a verified financial hardship are provided special winter service protections that may result in them choosing to pay less. There is a longstanding requirement that customers with financial hardships must pay 10 percent of their balance as a minimum monthly payment to avoid being eligible for disconnect during winter months. For customers that are aware of this threshold, it may influence their payment behavior because this 10 percent amount may be lower than their New Start monthly required payment amount. Put another way, customers may choose to maintain service during the winter with the lower payment option (10 percent minimum) or simply defer payment because winter period protections are in place, and this could result in New Start non-payment. There is an additional winter service protection requirement of an in-person contact prior to disconnection for non-payment that may likewise influence customer

Public Service Company of New Hampshire d/b/a Eversource Energy
Docket No. DE 24-070

Date Request Received: December 17, 2024
Data Request No. MEOK TS1-001

Date of Response: January 13, 2025
Page 2 of 2

payment behavior and resulting in New Start non-payment. While the Company cannot say for sure that the winter protections are in fact impacting New Start non-payment, it is a fairly reasonable assumption that the protections do influence some customer payment behavior.

The cumulative number of customers who enroll in New Start, are subsequently removed, and then re-enrollment at a later date is likely to continue. Customer participation in New Start is steadily increasing month over month. Some will successfully complete New Start and others will be dropped following three months of non-payment. With either outcome, the cumulative total number of customers who will have participated in New Start will grow every year. As of July 2024, there had been a *cumulative* 7,100 customers who enrolled in New Start and were subsequently removed due to missing payments. This was a significant increase from that of July 2023, where the cumulative total who had enrolled and were subsequently removed due to missing payments was approximately 3,000 customers. This same data reflected as a percent indicates:

- 7.6 percent is the average percent of New Start customers who dropped each month due to missed payments in 2023 and 2024.
- 3.1 percent is the average monthly re-enrollment in 2023 and 2024 *of those dropped New Start customers*.

b. Please refer to the Company's response to data request MEOK TS1-002.

Exhibit RDC-5

Public Service Company of New Hampshire d/b/a Eversource Energy
Docket No. DE 24-070

Date Request Received: December 17, 2024
Data Request No. MEOK TS1-002

Date of Response: January 13, 2025
Page 1 of 1

Request from: Mary Ellen O'Brien Kramer

Witness: Traynor, Daniel M.

Request:

Please reference Line 6b of the attachment to MEOK 1-001 dated 11/15/2024. Beginning around April 2024 or May 2024, there appears to be a noticeable increase in the average length of time between when someone successfully completes New Start and when they re-enroll in the program. Please explain this change.

Response:

As New Start is a relatively new program, launched in March 2022, it is difficult to extrapolate customer payment and enrollment behavior from the small number of customers who've completed the program and re-enrolled during this initial period. Line 6b references the customers who re-enroll in New Start after successful completion – and represents 0.15 percent of the customers enrolled in New Start on average; making this a relatively small sample size. For example, there were 16 customers in April 2024 and 10 customers in May 2024 that re-enrolled after successful completion.

A past due balance is a requirement to enroll on New Start and the longer a customer goes without accruing a past due balance, the better. Therefore, longer lengths of time between successful New Start completion and re-enrollment is not by itself a positive or negative indication, but points to the fact that the customer is taking longer to accrue a past-due balance, which is generally viewed as a good thing. New Start aims to provide forgiveness to help eliminate a past due balance for customers making timely payments during unique times of financial hardship. It is not a New Start goal to encourage customers who have successfully participated in New Start to create a pattern of building up a past due balance in order to re-enroll in New Start, but re-enrollment in the program is preferable to the customer not taking any affirmative action to address a past-due balance. To be eligible to enroll in New Start customers must:

- have a verified financial hardship;
- have a past due balance greater than 60 days;
- have a past due balance greater than \$150.