

Fee Free Net Cost Comparison - Program Year 1 Results

Line	A	B	C	D	E = (D) - (B)
1	Year 1 Adoption Rate				
	Measure	As Filed	Actual (Feb-21 to Oct-21)	12-Month Projection	Variance Between 12 Mo Projection and As Filed
2	Residential - Credit Card Payment Volume	263,447	190,793	285,649	22,202
3	Residential - Incremental Credit Card Payment Volume over 3% Baseline	105,379	85,266	135,458	30,079
4	Residential - ALL Payment Channels Volume	5,268,936	3,517,572	5,006,363	(262,574)
5	Adoption Rate	5.0%	5.4%	5.7%	0.7%
6	Cost				
	Measure	As Filed	Actual (Feb-21 to Oct-21)	12-Month Projection	Variance Between 12 Mo Projection and As Filed
7	Price	\$ 389,901	\$ 267,110	\$ 399,909	\$ 10,007
8	Offset Savings	\$ 15,443	\$ 4,998	\$ 7,941	\$ (7,503)
9	Net Cost	\$ 374,458	\$ 262,112	\$ 391,968	\$ 17,510
10	Cost per Payment				
	Measure	As Filed	Actual (Feb-21 to Oct-21)	12-Month Projection	Variance Between 12 Mo Projection and As Filed
11	Cost per Payment	\$ 1.48	\$ 1.40	\$ 1.40	\$ (0.08)

- 12 Line 3 (Residential - Credit Card Payment Volume): Company records
- 13 Line 4 (Residential - Incremental Credit Card Payment Volume over 3% Baseline): Line 3 - (Line 5 x 3%)
- 14 Line 5 (Residential - All Payment Channels Volume): Company records
- 15 Line 6 (Adoption Rate): Line 4 / Line 6
- 16 Line 10 (Price): Line 3 x Line 16
- 17 Line 11 (Offset Savings): ((Line 3 x 5% x \$0.1274/check payment)+(Line 3 x 95% x \$0.055/direct debit payment))
- 18 Line 12 (Net Cost): Line 10 - Line 11
- 19 Line 16 (Cost per Payment): Company records

ANNUAL FEE FREE CREDIT CARD PAYMENT COMPLIANCE FILING

As part of Eversource's distribution rate case in Docket No. DE 19-057, the Company agreed to file an annual compliance filing 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 first 9 months of the program for the time period February 11, 2021 through October 31, 2021. Going forward, an annual compliance report will be filed using full calendar year data.

- (i) The Company received 190,793 Residential credit/debit card payments during the February 11, 2021 and October 31, 2021 reporting period.
- (ii) Company costs associated with fee-free payments totaled \$267,110 during the February 11, 2021 and October 31, 2021 reporting period.
- (iii) Credit/debit card payments were received on an average of 16 days from the date a customer bill was issued during the February 11, 2021 and October 31, 2021 reporting period.

- (iv) The number of credit/debit card payments made by financially challenged/hardship customers totaled 20,447 during the February 11, 2021 and October 31, 2021 reporting period.
- (v) The amount of uncollectibles was \$5,461,425 between February 2021 and October 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 three 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 is shown when the Company reviewed responses after the fee was eliminated.

Percent of Customer Sentiments
Focus: Credit Card Fees
Source: J.D. Power Electric Residential Study

