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September 17, 2020

Mark D. Marini, Secretary
Department of Public Utilities
One South Station, 5th Floor
Boston, MA 02110

Re: Inquiry into Establishing Policies and Practices for Electric and Gas Companies – D.P.U. 20-58

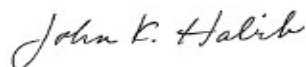
Dear Secretary Marini:

On behalf of NSTAR Electric Company and NSTAR Gas Company each d/b/a Eversource Energy (“Company”) enclosed are the Company’s Small Commercial Arrearage Forgiveness Programs in compliance with the D.P.U. 20-58-C order issued on September 3, 2020 by the Department of Public Utilities in the above-referenced docket.

Please note that the Department directed Eversource to explain the limitation of its billing system that restricts reinstatement (D.P.U. 20-58-C at 8). If a customer breaches a payment plan, Eversource’s billing system automatically removes the customer from the plan. In order to reinstate a customer onto the Small Commercial AFP, the Company would need to development a program and make the necessary program changes to reinstate the customer. Today, the Company does not offer reinstatement and considering the limited but meaningful credit offering (2 months of forgiveness), the Company does not believe program changes are warranted.

Thank you for your attention to this matter. Please contact me with any questions you may have regarding this filing.

Sincerely,



John K. Habib, Esq.

Enclosures

cc: Rachel Cottle, Esq. – Hearing Officer
Jo Ann Bodemer, Esq. – Office of the Attorney General
Robert Hoagland, Esq. – Department of Energy Resources
Charles Harak, Esq. - National Consumer Law Center
Jerrold Oppenheim, Esq. – LEAN
Robert Rio – Associated Industries of Massachusetts