Investigation by the Department of Public Utilities
On its own Motion into Initiatives to Promote and Protect Consumer
Interests in the Retail Electric Competitive Supply Market and
2019 Arrearage Management Plans
Department of Public Utilities
D.P.U. 19-07 and D.P.U. 19-AMP
Eversource Gas Company of Massachusetts
Information Request: DPU-2-9
April 26, 2021
Person Responsible: Daryush Donyavi and Craig Holden

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Information Request DPU-2-9

Discuss the costs associated with, and the operational feasibility of, returning LI customers to default service.

Response

The costs associated with, and operational feasibility of, returning LI customers to default service will vary depending on a host of factors. For instance, if the Department directed the Company to only to return current LI customers to default service, the Company would incur minor costs associated with this request, which could be accomplished over time through the existing process, with no operational changes needed. Customer drops in this manner would be required to be processed on a customer's meter read cycle, therefore, all customers would not be dropped on a specific date. This response does not account for changes to the EDI process for automation of this process, nor does it account for customer messaging or customers currently enrolled with a competitive suppler and become eligible for low incomes rates at a later date.

However, if the Department directed the Company to both return current LI customers and to prevent future enrollment of LI customers onto competitive supply, the Company would need to develop IT processes to block such transactions and to automatically move customers to default service when they are LI eligible, and make changes to its current systems to accomplish this task. This will certainly result in additional and currently un-estimated implementation costs to comply, which would be eligible for cost recovery in a future base rate proceeding.

The Company will comply with the directives of the Department with regard to this request.