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April 16, 2024

Mark D. Marini, Secretary  
Department of Public Utilities  
One South Station, 5<sup>th</sup> 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 (“NSTAR Electric”), NSTAR Gas Company, and Eversource Gas Company of Massachusetts (“EGMA”) each d/b/a Eversource Energy (“Company”), please find enclosed the Company’s monthly arrearage tracking spreadsheets pursuant to D.P.U. 20-58-A issued by the Department of Public Utilities on June 26, 2020. The Company had previously requested and was granted an extension of time to file the February 2024 arrearage tracking spreadsheets. This filing provides currently available data for the months of February and March 2024. However, due to the transition to a new customer information system (known as OMNI) several data anomalies are being investigated for the Western Massachusetts (“WMA”) region of NSTAR Electric and EGMA. At this time, the Company is unable to report some data points for WMA and for EGMA.

While the Company has identified the issues and is working on steps needed to correct the issues, the Company requires more time to confidently and accurately provide the missing data points. The Company does not want to further delay filing these reports with the data points that are available and the Company will provide updated reports, with the missing data, at a later date.

For this filing, the unavailable data points are indicated with an asterisk in both the February and March 2024 columns of spreadsheets for WMA and EGMA. The unavailable data points and the reason for their unavailability is explained as follows:

**# of Customers:**

- There is a difference in how our two systems are classifying accounts and therefore the count of customers by category. There are contract accounts with multiple contacts and they are getting prioritized in OMNI and unfortunately the report before OMNI was developed decades ago and the exact prioritization logic is unknown. We are working with accounting and IT to try to identify the original query/logic for how the report is automatically created each month for accounting.

**Arrearage Values:**

- Arrearage management programs such as New Start cause arrearages to be classified differently between the two systems, and this is resulting in different values from the previous system. We are investigating how the original report accounted for these arrearage dollars and seek to ensure OMNI is doing the same.
- OMNI was also not including arrears for final billed accounts.

**Customers on Payment Plans:**

- There are issues regarding categorization of these accounts.

The Company continues to work to resolve these OMNI-related data anomalies. Thank you for your attention to this matter.

Sincerely,

*John K. Habib*

John K. Habib

Enclosures

cc: Susan Geiser, Esq. – Hearing Officer  
Jeanne Voveris, Esq. – Department of Public Utilities  
William Daniels, Esq. – Office of the Attorney General  
Robert Hoaglund, Esq. – Department of Energy Resources  
Charles Harak, Esq. - National Consumer Law Center  
Anna Kowanko - National Consumer Law Center  
Jerrold Oppenheim, Esq. – LEAN  
Brooke Thomson – Associated Industries of Massachusetts  
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Kerry Britland – Eversource Energy