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June 21, 2024

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 (“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. This filing provides currently available data for the month of April 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 the impacted columns of spreadsheets for WMA and EGMA. 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

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Anna Kowanko - National Consumer Law Center

Jerrold Oppenheim, Esq. – LEAN

Brooke Thomson – Associated Industries of Massachusetts

Kristen Gasparonis – Eversource Energy

Kerry Britland – Eversource Energy