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July 1, 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 (“NSTAR Gas”), 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 May 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.

Additionally, the Company has commenced the transition to OMNI for NSTAR Gas and the Eastern Massachusetts (“EMA”) region of NSTAR Electric. Due to certain OMNI reporting transitions that occurred in May, the Company is unable to report certain revenue data points for NSTAR Gas and EGMA, namely the amount and number of payments received and the difference between billed and received revenue, reported in subparts 14 through 16 of the monthly arrearage tracking spreadsheets. For these particular data points, the Company anticipates that it will be able to provide the information in the June 2024 filing.

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

Sincerely,

John K. Habib

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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
Kristen Gasparonis – Eversource Energy
Kerry Britland – Eversource Energy