

**KEEGAN WERLIN LLP**

ATTORNEYS AT LAW  
99 HIGH STREET, SUITE 2900  
BOSTON, MASSACHUSETTS 02110  
\_\_\_\_\_  
(617) 951-1400

TELECOPIER:  
(617) 951-1354

November 1, 2024

Mark D. Marini, Secretary  
Department of Public Utilities  
One South Station, 3rd 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 all data for the months of June 2024 through September 2024, and updated data for prior months where applicable. Throughout 2024, the Company worked to transition to a new customer information system (known as OMNI), during which time several data anomalies were identified and investigated. The Company now believes that all data anomalies have been addressed and corrected to the extent feasible. Please note the following changes:

- The Company will now be providing the monthly arrearage tracking spreadsheets for all operating companies in one report on separate tabs. Previously, EGMA was reported in a separate report.
- For this filing, the Company is providing clean and highlighted versions, with the highlighted version indicating where information or logic has changed, and where information is being reported for the first time after being delayed by the OMNI transition.
  - Highlighted metric descriptions in yellow indicate that the metric underwent a logic or OMNI integration adjustment.
  - Highlighted data cells in yellow are data points that changed from previous filings. Highlighted data cells in light green are new data points.
  - The red “OMNI INTEGRATION” tab contains a brief description of the changes that occurred due to a logic or OMNI integration adjustment.

The Company thanks you for your patience during the transition to OMNI and verification of the logic behind each data point. Now that all operating companies are under the same operating system, we are able to use the same assumptions for each operating company.

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  
Kristen Gasparonis – Eversource Energy  
Kerry Britland – Eversource Energy