

THE STATE OF NEW HAMPSHIRE

CHAIRMAN  
Martin P. Honigberg

COMMISSIONERS  
Kathryn M. Bailey  
Michael S. Giarmo

EXECUTIVE DIRECTOR  
Debra A. Howland



PUBLIC UTILITIES COMMISSION  
21 S. Fruit Street, Suite 10  
Concord, N.H. 03301-2429

TDD Access: Relay NH  
1-800-735-2964

Tel. (603) 271-2431

FAX (603) 271-3878

Website:  
[www.puc.nh.gov](http://www.puc.nh.gov)

January 24, 2019

Matthew J. Fossum, Esq.  
Public Service Company of New Hampshire d/b/a Eversource Energy  
780 N. Commercial Street  
P.O. Box 330  
Manchester, New Hampshire 03105-0330

Re: DE 17-171, Public Service Company of New Hampshire d/b/a Eversource  
Energy; Proposed Tariff Amendment regarding Late Payment Charge

Dear Mr. Fossum:

On December 13, 2018, Public Service Company of New Hampshire d/b/a Eversource Energy (Eversource) filed a request for approval of amendments to the terms of its tariff regarding the assessment of late charges in accordance with RSA 378:3 and N.H. Admin. Rule Puc 1605.02. These amendments are reflected in the revisions to page 23 of Eversource's tariff, NHPUC No. 9, which were included in Eversource's December 13, 2018 filing.

As a result of delays Eversource customers were experiencing when mailing their payments, which were processed at Eversource's processing site in Dallas, Texas, Eversource requested an amendment to the terms of its tariff relating to the assessment of late payment charges on November 1, 2017. In Order No. 26,081 issued on December 1, 2017, the Commission approved Eversource's amended tariff, effective December 1, 2017. That amendment extended the time after which Eversource assessed a late payment charge on payments mailed by customers by an additional five (5) days, from 25 to 30 days after the due date printed on the bill. The Commission subsequently issued Order No. 26,110 on March 7, 2018. That order directed Eversource to immediately stop assessing late payment charges on customers who paid their bills by mail. Eversource was required to inform the Commission's Consumer Services and External Affairs Division at least once a month about its progress in selecting a new payment processing vendor and making a transition to the new vendor. The Commission stated that it would revisit the issue of late payment charges once Eversource demonstrated that there were no mail delays associated with the new payment processing vendor it had selected.

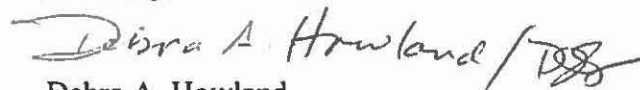
January 24, 2019

Page 2

After making the transition to a payment processing vendor located in Boston, Massachusetts, Eversource made its December 13, 2018, filing requesting an amendment to its tariff to reinstitute late payment charges. Commission Staff (Staff) reviewed the amendments and issued a memorandum on January 10, 2019. Staff noted that the amendments would require Eversource to change the way it presently processes mailed customer payments. First, Eversource would stop the manual waiver of late payment charges effective February 1, 2019. Second, effective May 1, 2019, Eversource would resume the use of a 25-day period before late charges are imposed, consistent with N.H. Admin. Rule Puc 1202.09. Staff stated that the issue of untimely processing of payments has been resolved and recommended that the Commission approve Eversource's proposed tariff.

Based on the foregoing, the Commission approved Eversource's proposed tariff changes. For administrative efficiency, an order will not be issued by the Commission approving the proposed tariff. The proposed tariff shall become effective on February 1, 2019 as requested in Eversource's December 13, 2018 filing.

Sincerely,

A handwritten signature in dark ink, appearing to read "Debra A. Howland" followed by a stylized flourish or set of initials.

Debra A. Howland  
Executive Director

cc: Docket File  
Service List

---

**SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED**

---

**Pursuant to N.H. Admin Rule Puc 203.11 (a) (1): Serve an electronic copy on each person identified on the service list.**

Executive.Director@puc.nh.gov

amanda.noonan@puc.nh.gov

donald.kreis@oca.nh.gov

leszek.stachow@puc.nh.gov

matthew.fossum@eversource.com

ocalitigation@oca.nh.gov

suzanne.amidon@puc.nh.gov

tom.frantz@puc.nh.gov

Docket #: 17-171-1      Printed: January 24, 2019

**FILING INSTRUCTIONS:**

- a) Pursuant to N.H. Admin Rule Puc 203.02 (a), with the exception of Discovery, file 7 copies, as well as an electronic copy, of all documents including cover letter with:**

DEBRA A HOWLAND  
EXECUTIVE DIRECTOR  
NHPUC  
21 S. FRUIT ST, SUITE 10  
CONCORD NH 03301-2429

- b) Serve an electronic copy with each person identified on the Commission's service list and with the Office of Consumer Advocate.**
- c) Serve a written copy on each person on the service list not able to receive electronic mail.**