3. Billing

3.1. <u>Determination of Discount Levels</u>

    3.1.1   Customers are assigned to one of five discount tiers according to total household income and household size.

    3.1.2   The CAA, in its customer enrollment notice to the utility, will identify the tier to which the customer is to be assigned by designating a number 2-6.

    3.1.3   Utilities will apply customer discounts based on the tier assignment authorized by the CAA.

3.2. <u>Application of Discount</u>

    3.2.1   Per NHPUC Order 25,544, the discount shall apply to all components of the distribution company bill excluding taxes for the first 750 kWh billed.

        3.2.1.1 Exceptions:

            3.2.1.1.1 Ancillary Charges

                3.2.1.1.1.1 Defined as any charge for which service cannot be disconnected for nonpayment.

                3.2.1.1.1.2 The discount will not be applied to ancillary charges.

                3.2.1.1.1.3 Balances for ancillary charges should not be included when reporting current balances due.

            3.2.1.1.2 Competitive Supply Charges

                3.2.1.1.2.1 Defined as any charges billed on behalf of or directly by a competitive electric supplier.

                3.2.1.1.2.2 The discount will not be applied to competitive supply charges appearing on the distribution company bill or billed directly by the competitive electric supplier.

            3.2.1.1.3 Outdoor lighting

                3.2.1.1.3.1 Defined as unmetered outdoor area lighting service provided under a separate outdoor lighting delivery service rate schedule.

Attachment B

Dear valued customer,

Beginning August 1, consistent with a decision of the Electric Assistance Program (EAP)
Advisory Board, Eversource will be eliminating the discount you receive for your private
outdoor lighting through the EAP. This regulatory decision impacts only your private outdoor
lighting. You will continue to receive the EAP discount for your home account, as well as if you
heat with electricity. You will see this adjustment beginning with your August bill.

If you have questions about this adjustment or the EAP for residential customers, please call
Eversource at 800-662-7764.