EVERSOURCE ENERGY

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January 30, 2023

Lilly Sinnamon
10 Susan Drive
Stafford Springs, CT 06076

Re: 10 Susan Drive, Stafford Springs

Dear Ms. Sinnamon,

Your correspondence to various Eversource Trustees has been forwarded to me for review and response. I have taken the time to review this matter and note that Eversource has been very responsive to your concerns from your initial communication to us.

As you are aware, the Public Utilities Regulatory Authority's Office of Education, Outreach and Enforcement ("EOE") conducted an extensive review of your complaint including requesting detailed information from Eversource as well as communicating with you and your advocate. I attach a copy of EOE's letter dated September 26, 2022, which chronicles its investigation and conclusions.

I would also like to take this opportunity to emphasize certain points. In April 2022, you requested that Eversource test the meter installed at your home. That meter was manufactured in 2001 and installed in 2002. In accordance with the meter manufacturer guidelines, the meter had a useful life of 20 years. Thus, when you requested that your meter be tested, it had been in operation beyond its useful life, as determined by the manufacturer. While the meter tested fine, it is Eversource's policy not to reinstall any meter that is beyond the manufacturer's stated useful life. Accordingly, a new meter was installed on May 3, 2022.

With respect to the new meter installed at your house, it has the same signal specifications and radio frequency ("RF") as the meter that was removed. Simply put, the only difference in the operation of the two meters is that your prior meter was mechanically reliant on the rotating disc to measure usage while the newly installed meter uses solid state components for measurement; the radio transmission of the meter information is the same for both the old and new meter

installations. Additionally, as the EOE confirmed in its September 26, 2022 letter to you, the meter complies with federal regulations regarding RF emissions.

You have requested that Eversource either install an (1) analog/electromechanical meter or (2) apply a shunt and bill you based upon estimates of usage. Neither of those options are possible. Eversource had offered to install a solid-state AMR meter as well as work with an electrician hired by you to relocate the meter to a meter pedestal to a mutually agreeable location away from your house. You declined both suggestions.

Also, your recent letter to various Eversource Trustees references the Americans with Disabilities Act ("ADA"). I note first that the ADA does not apply to this particular situation but, more importantly, Eversource has not engaged in any actions that are or could be considered discriminatory.

Finally, I trust you appreciate that Eversource takes the concerns you raise very seriously which is evidenced by the thoughtful and diligent response to date. I would like to reiterate that our offer to work with your electrician to relocate the meter to another location on your property still stands, as we would like to help you achieve a desired outcome that complies with regulations and our system practices. If you are interested in pursuing this option, please contact me directly. If you elect not to accept this option, based upon my review, I must inform you that we will be closing out this matter.

Sincerely,



Michael K. Callahan
Assistant General Counsel
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