OCC-031

The United Illuminating Company **Witness: Stephanie Chasse**
Kathleen Wasilnak

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OCC-031 Q:

Currently, under the two-tier LIDR system, are all customers enrolled onto Tier 1 and then have the option to contact you to move themselves to Tier 2?

OCC-031 A:

Under the two-tier LIDR structure, customers enrolled through the DSS file are initially placed in Tier 1 and may provide proof of income or benefit documentation to qualify for Tier 2. Customers renewing through the DSS file who previously submitted documentation supporting Tier 2 eligibility will remain enrolled in Tier 2 if the DSS file identifies the account as Tier 2.

Customers enrolled in LIDR through the CEAP Commitment File or the CAA Portal are enrolled in the tier designated by the CAA. For example, if the enrollment submitted through the file or portal identifies the customer as Tier 2, the account will be enrolled in Tier 2.

Customers may also self-declare hardship and will be enrolled in either Tier 1 or Tier 2, as applicable.