OCC-032

Connecticut Natural Gas Corporation
The Southern Connecticut Gas Company
The United Illuminating Company

Witness: Stephanie Chasse
Kathleen Wasilnak

Docket No. 26-05-01

Date Submitted: June 16, 2026

OCC-032 Q:

a. From November 2025 through the present, how many customers were auto-enrolled in MPP based on the receipt of CEAP?
b. Please confirm that the customers in subpart a did not have a financial hardship designation prior to the receipt of CEAP and could not have been auto-enrolled in MPP in December or February.
c. When processing a CEAP application, are CAAs required to indicate the customer is hardship in your system? (i.e., please explain the situation in which you would not know a customer was eligible for a financial hardship designation until *receiving the CEAP funds*.)

OCC-032 A:

a. Please see the table below for the number of customers auto-enrolled on MPP based on the receipt of the CEAP Commitment File.

MPP Enrollments from CEAP File	
CNG	238
SCG	363
UI	148
Total	749

b. There are customers in subpart a that were coded hardship and not auto-enrolled on MPP. The Company auto-enrolled customers on MPP on November 1, 2025 and January 31, 2026. The below number of customers had a financial hardship at the time of the November and/or January enrollment but did not have a qualifying arrearage at that time to be auto-enrolled on MPP.

	November	January
CNG	137	170
SCG	209	200
UI	61	64

c. CAAs are given access to the Community Agency Portals and are asked to enroll eligible customers on financial hardship and LIDR through the portal when processing a CEAP application. If the CAA does not enroll a customer through the portal, the Company will automatically code the account upon receipt of the CAA Commitment File. Currently, all but two agencies (CAAWC and New Opportunities) are set up with commitment files. For those two agencies, if not enrolled through the CAA portal, the Companies would not know the customer was eligible for financial hardship. The Companies are currently working to have those agencies set up for commitment files.