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Request from: Connecticut Office of Consumer Counsel

Question:

Please refer to Joint 05, p. 5, Additional Reporting table.

a. Please refer to 12.a.ii.1 and 12.a.ii.2 and 12.a.ii.3. Do these three metrics work together (are they subsets of each other) or are they all a subset of Row 1 in the previous table on pages 4-5?
b. Please refer to 12.a.ii.6. How many of these customers did the Company terminate? For the customers the Company did not terminate, please indicate their disposition and/or why the Company did not terminate the customer (e.g., entered another payment arrangement – X number customers, paid a substantial part of their arrearage – Y number of customers, etc...)

Response:

The Company clarifies the following, regarding the data provided in Joint 05_PRIOR PERIOD MPP Insight, pp. 5-6:

a. Metric 12.a.ii.1 is a standalone metric which includes all customers who did not make *any* payments during the statutory winter protection period (November 1 – May 1). Metrics 12.a.ii.2 and 12.a.ii.3 are not subsets of 12.a.ii.1. These metrics reflect customers who were removed for insufficient payments and either made up the missed payments or did not make up the missed payments during the date range reported.

b. In Metric 12.a.ii.6, there were a total of 12,289 CL&P and 4,809 YG financial hardship customers, where 1,692 CL&P and 571 YG were disconnected for non-payment. For the remaining customers in this Metric, please see the table below of the dispositions for not terminating these customers:

Disposition	**CL&P**	**YG**
Medical Protection	3,299	851
Service Account Ended	3,456	714
Enrolled on MPP	1,291	534
Enrolled on Flexible Payment Arrangement	226	115
Other*	2,325	2,024

**For example; low balance, partial payments, or unable to disconnect*