Connecticut Natural Gas Corporation **Witness: Stephanie Chasse**
The Southern Connecticut Gas Company **Kathleen Wasilnak**

Docket No. 26-05-01 **Page 1 of 2**

Date Submitted: May 28, 2026

OCC-001 Q:

Please refer Motion No. 3.1

a. For each of the past three summers (2023 through 2025), how many days were terminations suspended due to the Company's extreme weather condition policy for hot weather conditions?

b. What was the longest continuous period of time during each of the three years that terminations were suspended due to hot weather conditions?

c. Annually for each of the three years, how many customers did the suspension affect (i.e., how many customers had terminations delayed as a result of the hot weather condition policy?)

d. Annually for each of the three years, how many times did the Company have to restart the termination process due to the hot weather condition suspension affecting the required timing of terminations?

e. Are there costs associated with reprogramming your IT/billing system and/or other costs associated with the proposed change?

OCC-001 A:

a. The Companies suspended terminations due to the extreme weather policy for 5 days in 2023, 7 days in 2024 and 15 days in 2025

b. The longest continuous period of time that terminations were suspended due to hot weather conditions was 4 days.

c. The chart below shows the number of customers affected annually by the suspension of terminations due to hot weather conditions

	2023	2024	2025
CNG	1083	3806	4842
SCG	803	4797	4729

d. There was one instance in July 2024, where disconnections were paused for six days, excluding the weekend, due to hot weather. As a result, the Companies were required to restart the dunning process for approximately 2,500 accounts because the billing cycle for those accounts had closed. Beyond the impact of having to restart the dunning process for accounts that begin a new billing cycle, anytime disconnections are paused their is a negative impact to the Company's ability to perform disconnections, particularly with natural gas customers. Based on staffing levels, the Companies can only complete a finite

number of disconnections. Typically, the daily volume of disconnections exceeds the capacity of those staffing levels. When disconnections are paused, the accounts eligible for disconnection roll over to the next day, further compounding the existing capacity issue. The resulting impact is that when disconnections are paused, it is likely that the Companies would not be able to complete that work along with the workload on the following days. Presently, the Company does not have a reporting mechanism to track this impact.

e. The Companies confirm that no IT or billing system reprogramming is required to implement the proposed change; therefore, no associated costs are anticipated.