**OCC-002**

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

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

**Date Submitted: May 28, 2026**

**OCC-002 Q:**

Please refer to the Extreme Weather Conditions policy provided as a comment on Motion No. 3. On page 2, the policy indicates in sections 2, 3, and 4 that the Company will not "Get Customer Name" during extreme weather conditions. Please explain "Get Customer Name."

**OCC-002 A**:

"Get Customer Name" refers to the process of attempting to contact potential occupants at addresses where a meter is registering usage and there is no active customer. The Companies' currently do not disconnect these services during extreme weather conditions.