**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-003 Q:**

Please refer to the Extreme Weather Conditions policy provided as a comment on Motion No. 3. Section 2(c)(iii) indicates hot weather conditions will affect "POSID: New Customers." Please explain what this means, specifically indicating if hot weather conditions affect new customer connections.

**OCC-003 A**:

"POSID: New Customers," as referenced in Section 2(c)(iii), pertains to the Companies' procedures for customers who initiate service but have not provided positive identification. In these cases, the Companies were unable to verify the customer's identity at the time the account was established and have subsequently requested identification to continue service and avoid disconnection.

If an account is closed due to failure to provide the required identification, any associated disconnection work orders will not be suspended due to hot weather conditions.

The Companies will continue to turn on service for new customers during hot weather conditions.