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

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Date Submitted: May 28, 2026

OCC-004 Q:

Please refer to the Extreme Weather Conditions policy provided as a comment on Motion No. 3. Sections 1(c)(ii) and (iv) refer to "turn ons" and new customers in cold weather conditions.
a. Does the Company connect service during cold weather conditions?
b. If no, does the Company reconnect service during cold weather conditions? (i.e., if a customer is terminated for nonpayment prior to a cold weather condition and pays to reconnect, does the Company reconnect that customer immediately or wait until after the cold weather conditions have passed?)

OCC-004 A:

a. Yes, the Companies connect service during cold weather days. In this instance, "turn ons" refer to connections resulting from new customer move-in or reconnections for non-payment.

b. The Companies do reconnect during cold weather conditions. The timing of the reconnection is dependent on resource availability; however, weather conditions do not prevent the company from reconnecting a customer if they were previously disconnected for nonpayment.