OCC-005

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

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OCC-005 Q:

If a customer on a payment arrangement (either MPP or an FPA) makes a late payment in full, is this considered a missed payment? (e.g., the customer owed $100 for their payment arrangement payment on May 1 but did not pay the $100 until May 10).

OCC-005 A:

A payment made after the due date is considered late, but it is not treated as a missed payment unless the plan defaults as a result of the payment not being received by the due date.

Customers enrolled in an MPP or FPA default after two missed payments. For example, if a customer does not make one scheduled payment, that payment remains past due. If the customer then does not make the next scheduled payment by its due date, the arrangement will default because two payments have been missed.