Date Filed: June 16, 2026

Witness: Traynor, Daniel M, Cain, Jessica B
Request from: Connecticut Office of Consumer Counsel

Question:

Please refer to Joint 06.

a. Did the Company hold any in-person events in Hartford? If no, why not?
b. Has the Company consulted with Avangrid to determine the causes of/reasons behind Avangrid's higher enrollment rate following events?
c. Please provide the total cost for events held the past MPP year.

Response:

a. Yes. The Company held an in-person event in Hartford. The Hartford event was held on May 22, 2026 at the North Hartford Partnership, 10 Love Lane, Hartford, CT. In preparation for the Annual Joint Arrears Management filing, any events held after April were not included in Joint 06. See updated table below for additional events held after April.

# of Mtgs.	Event Date	Location	(b.1) In-Person Attendees	(b.2) Virtual Attendees	(b.2) Virtual Attendees Stayed to the End	(c) Post Webinar Follow Up	(d) Enrolled in AFP Post Event
16	5/5/2026	Sterling Senior Center	8	n/a	n/a	n/a	4
17	5/18/2026	Southington Calendar House	10	n/a	n/a	n/a	2
18	5/19/2026	TEAM Seymour	5	n/a	n/a	n/a	1
19	5/22/2026	North Hartford Partnership	1	n/a	n/a	n/a	1
20	5/28/2026	Edward E. Sullivan Senior Center, Torrington	6	n/a	n/a	n/a	1
21	6/1/2026	Southington Calendar House	4	n/a	n/a	n/a	0
22	6/4/2026	New Britain Center of Excellence	11	n/a	n/a	n/a	9

b. Yes. The Company has consulted with Avangrid to discuss the difference in enrollment rates. The Companies discussed the outreach process and determined that processed between the utilities are similar with geographic targeting, email invitations, web and social media awareness, including messaging/soliciting by host organizations (community action agency, municipality/town, community-based organization, senior center, etc.)

c. The Company aims to hold events at community-based locations where our customers are used to going already. The Company has identified in recent years that holding events at places our customers are used to going already helps provide attendees broader assistance. The Company did not need to rent facilities as a result and the Company utilizes its' existing employees to staff events. There have been some incremental costs for printing material, such as our

Programs to Help one-pager and discount rate information, but they aren't itemized to the specific events.