Date Filed: June 16, 2026

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

Question:

Does MPP match to a zero balance or a zero arrearage? For example, if in March a customer had a $500 arrearage and a $100 bill due on April 1, and the customer received $300 of CEAP on March 3, would the Company match $200 of the CEAP payment to eliminate the arrearage and the customer would still owe the $100 bill on April 1, or would the Company match $300 of the CEAP payment and the customer would owe nothing on April 1?

Response:

The Company matches to a zero *past due* balance[1], as defined in the Joint 02 HowItWorks_MPP.

Using the scenario prompted in the question, for a customer with a $500 arrearage who receives a $300 CEAP payment, that CEAP payment would first apply to the past due balance (bringing it to $200) and then, the payment would be matched *up to* that $200 remaining past due balance. Specifically and for example:

- March 1 – an MPP customer's monthly bill is delivered and reflects the customer's:
  - $500 past due balance and;
  - $100 MPP monthly required payment, due April 1.
- March 3 – the MPP customer receives a CEAP payment of $300.
  - First, their $500 past due balance would be reduced by that $300 CEAP payment, leaving a $200 past due balance remaining.
  - Then, the matching process would apply on that $300 payment, up to the $200 past due balance remaining, leaving a zero past due balance.
  - Last, and not least, the customer would have fully eliminated their past due balance and would 'successfully complete' MPP.

[1] See the Decision dated October 11, 2023 in Docket No. 23-05-01 at p. 30 which states, "*The Authority agrees with Eversource's recommendation. A customer shall not receive a matching payment following elimination of the arrearage, as the matching payment is designed to reduce the amount of the customer's arrearage.*"