Date Filed: March 31, 2026

Witness: Cain, Jessica B
Request from: Public Utilities Regulatory Authority

Question:

Does the company accept the proofs of income listed below? Please explain why or why not.

a. Zero Income Affidavits
b. Full-time Student letters from Universities or Colleges.

Response:

At this time, the Company currently doesn't accept Zero Income Affidavits ("ZIA"). The Company proposes this topic be considered in the upcoming E. Affordability Assistance and Arrears Management Plan to understand more. The Company is aware that the ZIA is an income self-attestation form completed as part of the Connecticut Energy Assistance Program ("CEAP") application process, and with with other state programs, such as Access Health CT. The Company doesn't know enough about the ZIA verification process or whether forms are provided to customers once the information is verified. For example, is this certified by a Notary Public? Are the Community Action Agencies verifying? What proof is provided to a customer to leave with after having this information verified that they can submit to us? The Company is also aware that the ZIA attests to certain information and has certain consequences (for example, a stay-out period for LIHEAP if misinformation is provided) attached to that attestation that the companies can't affect. For customers with zero income who haven't already been identified through the automated monthly state data-matching with the Department of Social Services ("DSS"), the best place to get assistance remains with their local Community Action Agency ("CAA") because that is the only place they can receive LIHEAP assistance that they will need to pay for winter heat.

The Company also doesn't accept full-time student letters from Universities or Colleges as proof of household income because it doesn't indicate income information. Said plainly, many students have jobs and receive income.