Date Filed: October 09, 2026

Witness: Jessica B. Cain and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(MEDICAL AND FINANCIAL HARDSHIP DOCUMENATION) Does the Company track the length of time between its receipt of a customer's required financial hardship verification and medical protection certification documentation and the placement of the applicable hardship and medical protection designation on the customer's account? Provide these statistics by month for January 2020 through December 2025. If the Company is unable to provide these statistics, please explain why.

Response:

For financial hardship documents submitted[1] directly and solely to Eversource, the Company began tracking the processing time between receipt of customer-submitted documentation and application of the financial hardship designation in 2025. The average processing time by month for 2025 financial hardship documentation is provided in the table below.

Month	Avg. Business Days to Process
Jan	1
Feb	1
Mar	2
Apr	1.5
May	1
Jun	1
Jul	1
Aug	1
Sep	1
Oct	1
Nov	1
Dec	1

[1] Verified financial hardship is also received and processed electronically through a monthly data-matching with the Department of Social Services and in real-time by Community Action Agencies through the Company's Social Agency Portal.

For medical certifications, please refer to the Company's response to EOE-346[i].

Prior Referenced Response:

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[i] EOE-346 Question:
What is the process for same day reconnections when a customer submits medical protection documentation? Is that process different for customers who receive medical protection hold on their account? If yes, please explain how.

EOE-346 Response:
Generally, a "same day reconnect" customer request is treated and responded to differently than a certified or initial claim of a medical life-threatening or serious illness condition. The Company's medical condition responses are treated like an outage response, as described below. The medical condition responses have been long-standing practices that existed well before the Company proposed (and received PURA approval to create) the 'same-day reconnection' option for non-medical customers in the Docket No. 14-05-06, *Application of Connecticut Light and Power Company to Amend Rate Schedules*.

Please refer to the following Customer Service Policies provided in the initial July 14, 2026, filing:

- 360.3 *Serious Illness / Life-Threatening Condition*[i]
- 430.3 *Winter Protection*[i]

When a customer has been disconnected for non-payment and a new medical certification from an authorized medical professional[i] has been provided for a customer that same day, the Company must be *notified*[i] (through a call from the customer) so it can create a reconnection order that same day:

- *Year-round*, for customers with a newly certified *life-threatening* medical condition, the Company will dispatch a technician to restore power as soon as possible and around-the-clock. This process is treated like an outage response versus a standard 'same-day' reconnect request.
- *During* the winter moratorium, for customers who have been newly certified with a *serious illness* medical condition, dispatch a technician to restore power as soon as possible and around-the-clock, like an outage response.
- *Outside* of the winter moratorium, for customers who have been newly certified with a *serious illness* who have been disconnected for non-payment must fulfill the reconnection requirements, which are described in Attachment 1[i], as filed and PURA-approved most recently in Docket No. 25-06-01.

Similarly, when a customer has been disconnected for non-payment and the customer makes an *initial claim* for medical protection, the Company will dispatch a technician to restore power as soon as possible and around-the-clock, like an outage response.