REDACTED

CSR Notes for CL&P_8_12_25_Hour 7_Call 2:

CSR GREETING YES, PREQUALIFY HARDSHIP NO CUST DECLINED, DISCUSSED NEWSTART AND MPP NO N/A, ADVISED OF SECURE UPLOAD NO N/A, OFFERED WEATHERIZATION YES, DISCUSSED 18MO PLAN YES, ACTIVE DISCONNECT IN C2 NO, LIDR (LOW INCOME DISCOUNT RATE) NO N/A, RESIDENTIAL RENEWABLE ENERGY SOLUTIONS YES, ENERGY STORAGE SOLUTIONS YES, REVIEW OFFICER YES, [redacted] WOULD LIKE A PMT PLAN. INFORMED CUST OF $[redacted] DWP AND $ [redacted] MONTHLY CUST AGREED. [redacted] [redacted] [redacted]

CSR Notes for call submitted as EOE-354, CONFIDENTIAL Attachment 1: Call date 07/15/2025

OUT BOUND CALL***LEAD*** S/W***[redacted]-BAL $[redacted]--DECLINE PAPERLESS- EXPLAINED THAT BAL $[redacted] XFERD TO ACCT AS SHE WAS LIVING AT ACCT [redacted] AND RESPONSIBLE FOR UNPAID BAL.. PREQUALIFIED HRDSHIP HH SIZE 5- 1 ADULT +4 CHILDREN- RECVS SNAP- DECLINED UPLOAD INSTRUCTIONS- AH STATED SHE HAS APPOINTMENT WITH CRT- DISCUSSED MPP/LIDR ONCE HRDSHIP VERIFIED- EXPLAINED IF RECVS DISC NOTICE WILL NEED TO CALL BACK TO SET UP MFP OPTION- EXPLAINED MFP DETAILS - OFFERED WEATHERIZATION/RRES/ESS NO FURTHER QUESTIONS OR CONCERNS- STATED WILL CALL BACK ONCE SHE HAS MET WITH CRT. LEAD [redacted]