Date Filed: September 15, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Consumer Counsel

Question:

Exhibit CLP-CUSTOMER-1: Customer PIM Suite
(Customer Receivables Greater than 60 Days) RE02's Accounts Receivable and Uncollectibles Scorecard includes five sub-metrics addressing residential arrears, accounts receivable, write-offs, and uncollectibles. The Company instead proposes to report only receivables greater than 60 days and to exclude hardship accounts. Please explain the basis for this narrower approach, including why the Company excludes hardship accounts and the other RE02 sub-metrics.

Response:

For the purposes of the metric, in the arrears area the Company's proposal focused on "Non-Hardship Receivables Greater than 60 Days" *as a percentage of 60-day lagged revenue* because sixty days of aging provides a more consistent indication of delinquency. Ultimately, unpaid bills measured in arrears will be written off if not paid overtime. However, while write-offs are measured and reported across dockets**Error! Bookmark not defined.**, write-offs occur much later than sixty-day old arrears and consider whether service is active or not. Generally, in a metric intended to evaluate arrears trends, collection effectiveness over financial hardship and/or medical protected customer arrears primarily reflects Connecticut's legislative and regulatory policies, which are outside the Company's control and became even more restricted in recent years. For these reasons, the Company focused on non-hardship arrears as a metric.