Date Filed: August 14, 2026

Witness: Christopher Leigh and Jared A. Lawrence
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER DATA) Explain if the Company has or plans to provide or sell customer information, including geolocation data, to third-party providers. If data is provided, identify each of the third-party providers, the information provided, the purpose of the information being provided, and identify if the Company receives any revenue associated with the sharing (i.e., selling) of information with the third-party provider.

Response:

The Company does not sell or otherwise share customer information with third parties, nor does it plan to, except under the following instances:

- The Company contracts with vendor partners for various services as cost-effective alternatives to performing such services with internal resources. In such instances, the customer data shared with the vendor partners is limited to those which are needed for the vendor to perform the contracted services and are typically covered by a non-disclosure agreement.

- The Company obtains demographic information from Experian for energy efficiency program go-to-market strategies. In order to obtain accurate information, the Company provides customer names and addresses to Experian, but not other Personally Identifiable Information ("PII").

- The Company engages in data matching to identify eligibility for financial hardship assistance programs and discount rate enrollment with the Department of Social Services in Connecticut.

- Customers may submit requests to the Company to share their account information with specific third parties.

- The Company's proposed AMI Plan includes robust interval usage data sharing capabilities. The Company is proposing to allow customers to control their data sharing with authorized third parties through a platform that conforms with the Green Button Connect standard. Additionally, the Company is proposing to provide bulk data sharing capabilities for third-party retail energy suppliers to access the interval usage data of the

customers they serve (customers will have the right to opt out of this service). The Company does not currently plan to charge for these AMI-related data sharing services. For more information on the Company's data sharing proposal in its AMI Plan, please refer to Exhibit CLP-AMI-2.