Date Filed: October 09, 2026

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

Question:

(RECONNECTION) Provide all internal policies or procedures that pertain to same day reconnections.

Response:

Please refer to Exhibit CLP-REVREQ-2, Sch. H-2.0(F) at 51, for the Customer Service Policy 330.3, *Reinstatement of Service*, filed with the initial filing dated July 14, 2026.

Please refer to EOE-347, Attachment 1, and EOE-347, Attachment 2, for job aid materials provided to the Company's Customer Service Representatives ("CSRs") for same-day reconnection requests.

Please refer the Company's response to EOE-346[i] for reconnection responses for medical conditions.

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.