Date Filed: October 09, 2026

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

**Question:**

(RECONNECTION) 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.

**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:

- Exhibit CLP-REVREQ-2, Sch. H-2.0(F) at 57, for 360.3 *Serious Illness / Life-Threatening Condition*
- Exhibit CLP-REVREQ-2, Sch. H-2.0(F) at 72, for 430.3 *Winter Protection*

When a customer has been disconnected for non-payment and a new medical certification from an authorized medical professional[1] has been provided for a customer that same day, the Company must be *notified*[2] (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.

[1] Medical professional refers to a registered physician, advanced practice registered nurse, or physician's assistant.

[2] There is no automated, real-time, reconnect order creation upon designation of a medical condition. Processing does occur automatically in the Company's customer information system nightly batch processing to void pending disconnections or create reconnection orders from those without power the prior day.

- *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[3], 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.

[3] Filed annually in the Arrears Management Dockets as Joint 04_HowItWorks Payment Plan in recent years.