Date Filed: November 23, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(RATE) What is the company's process if they receive an Award Letter from a Community Action Agency (CAA) for a customer whose account is listed on a commercial rate? Provide all training materials or internal policies and procedures that identify this key scenario.

Response:

The Company can receive a letter from a Community Action Agency ("CAA") or a residential customer can submit a Connecticut Energy Assistance Award ("CEAP") letter as proof of their financial hardship and enrollment into the electric low-income discount rate. Additionally, the CAAs provide CEAP files electronically to the Company for processing energy awards to customers who heat with gas or electricity.

If the account number provided to the Company by a CAA through a CEAP award letter or electronic award file is associated with a commercial account, the Company will first contact the CAA to verify that the correct customer address and account number were submitted. If the review determines that CEAP was awarded to a commercial account, the Company will work with the CAA to resolve the discrepancy before any notation is placed on the account. This may include the CAA providing a corrected account number for the intended residential customer or submitting an updated award file that removes the commercial account. The Company does not apply CEAP benefits to commercial accounts and works with the CAA to correct any awards that have been issued in error.