Date Filed: November 23, 2026

Witness: Jared A. Lawrence, Timothy W. McGrath and Berney Bhajjan
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER CALLS) Refer to the call labeled CL&P_7_7_25_Hour 7_Call_1. Can the Company clarify what the CSR means by "you do have hardship. The matching payment plan is the hardship program" (around 2:51 of the call) when the customer references believing they have hardship protection on the account?

Response:

At approximately 1:08 in the call, the Customer Service Representative ("CSR") advises the customer that the account reflects verified financial hardship status and is receiving a 50% discount rate. CSR also informs the customer of the past-due balance and steers the conversation toward establishing a payment arrangement on the account.

At the time of the call, the customer was not enrolled in the Matching Payment Program ("MPP"), having been removed from the program due to insufficient qualifying payments. After the CSR explains the account's financial hardship status and 50% discount rate, the customer acknowledges that she needs to re-enroll in MPP.

Enrollment in, or reinstatement of, MPP requires an account to have a verified financial hardship status. As reflected during the call, the customer's account met this eligibility requirement. The CSR subsequently reviewed the payment necessary to reinstate the customer's participation in MPP.