Date Filed: August 14, 2026

Witness: Elizabeth N. Jones
Request from: Office of Education, Outreach, and Enforcement

Question:

(PAYMENTS) Describe the order in which a partial payment is applied if a customer owes for unregulated charges.

a. Specifically, is the partial payment applied first to regulated charges then unregulated charges? If not, why?
b. Is the partial payment applied in the same when a customer has received a termination notice? If not, please outline the order in which the payment is applied.

Response:

a. There are no unregulated charges billed on CL&P customer bills; therefore, a partial payment is applied to regulated charges only.

b. Payment application rules do not vary based on whether a customer has received a disconnect notice. Therefore, partial payments are applied using the same payment posting rules regardless of whether a customer receives a disconnect notice. Partial payments first apply to non-usage charges[1] by order of oldest receivable. After non-usage charges are paid, any remaining partial payments apply in the following order:

- (1) Past due deposit charges[2];
- (2) Past due usage;
- (3) Past due on-bill loans;
- (4) Current deposit charges;
- (5) Current usage; and
- (6) Current on-bill loans.

[1] Non-usage charges include, but are not limited to, returned check fees, reconnect fees, meter diversion fees, and late payment charges.
[2] Deposits are charged to non-residential customers only.