Date Filed: August 14, 2026

Witness: Jared A. Lawrence, Jessica B. Cain, Timothy W. McGrath and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(TERMS AND CONDITIONS) Does Eversource reserve the right to refuse service to an applicant who is indebted to the Company for any service previously furnished? If so:

a. Does Eversource refuse service to an applicant with a documented serious illness or life-threatening illness? Explain.
b. Does Eversource allow such an applicant to make a payment arrangement on their previous balance as a means of establishing service? Explain.

Response:

Yes, CL&P reserves the right to refuse service to an applicant who is indebted to the Company for any service previously furnished.

a. CL&P does not refuse service to a customer with a verified serious illness protection during the winter moratorium months (November 1 through May 1) or year-round with a verified life-threatening medical protection.

b. Yes, CL&P allows customers to make a payment plan on their past due balance accrued at a prior address at the time of establishing service at a new address.