Date Filed: August 25, 2026

**Witness: Donald J. Scacco Jr., Edward A. Davis and Kimberly R. Parsons**
**Request from: Office of Consumer Counsel**

**Question:**

(RECONNECTION FEE) Please provide all justification and/or cost support for the requested increase in reconnecting a customer at the pole.

**Response:**

The Company acknowledges that the Reconnection at Pole (for non-payment) Service Charges initially provided in CLP-RATES-3 were incorrect. The Company has therefore revised its response to reflect the appropriate costs and assumptions associated with reconnecting a customer at the pole. The revised charges can be found in OCC-256, Attachment 4. The Company is proposing a decrease to the currently approved service charges associated with reconnecting a customer at the pole (for non-payment) to reflect the correct labor, vehicle, and administrative costs incurred to perform the reconnection. This is also a decrease from what was originally proposed in Exhibit CLP-RATES-3. The revised proposed charge is supported by the following cost components.

The labor cost is based on the Company's Teal Book hourly rates. The applicable hourly rate is $71.43 with the applicable 1.5 factor for any overtime hours worked resulting in an hourly rate of $107.15. The Company estimates that a typical pole reconnection requires approximately 1 hour of work by one operations personnel, or a total of 60 labor minutes (1 labor hour). The cost support also includes a vehicle expense rate of $25.87 per hour for the time required to perform reconnection and a clerical task component of 15 minutes associated with processing the reconnection. In addition, the labor cost calculation also incorporates the applicable nonproductive CL&P rate, payroll rate, supervision rate, and tax rates used by the Company in developing its fully loaded labor cost.

Based on these underlying cost components, the proposed service charges recover the costs incurred by the Company to dispatch personnel and a vehicle to the pole, perform the reconnection, and complete the associated administrative work.

Please refer to OCC-256, Attachment 1, for detailed cost support for the proposed decrease in reconnecting a customer at the pole (for non-payment).

Please refer to OCC-256, Attachment 2, for a Redlined copy of Appendix A to the Terms and Conditions for Delivery Service, which shows the decrease (highlighted in yellow) of the initially

filed proposed charges in CLP-RATES-3 versus the revised Reconnect at Pole (for non-payment) service charges.

Please refer to OCC-256, Attachment 3, for a Redlined copy of Appendix A to the Terms and Conditions of Delivery Service, which shows the current approved charges from Docket No. 18-05-10 versus the revised Reconnect at Pole (for non-payment) service charges (highlighted in yellow).

Please refer to OCC-256, Attachment 4, for an updated clean copy of Appendix A to the Terms and Conditions for Delivery Service originally included in Exhibit CLP-RATES-3 which includes these updated proposed service charges for Reconnection at Pole (for non-payment).