Date Filed: August 25, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Consumer Counsel

Question:

Late Fees. Provide the dates when the late fees and other fees were suspended and resumed due the Covid-19 pandemic.

Response:

Due to the COVID pandemic, late payment charges were suspended by the Company from April 1, 2020 through August 31, 2022.

In the Company's April 2, 2020 response to EL-018 in Docket No. 20-03-15, Emergency Petition of William Tong, Attorney General for the State of Connecticut, for a Proceeding to Establish a State of Emergency Utility Shut-Off Moratorium (provided here as OCC-314, Attachment 1), the Company stated the following:

> *In response to the COVID-19 pandemic, CL&P, YG and Aquarion have already waived late payment fees for both residential and commercial customers.*

On December 8, 2021, the Company filed correspondence in Docket No. 20-03-15 regarding its intentions to restart late payment charges. PURA requested on December 23, 2021, that the Company file a Motion for approval to restart these charges. On February 1, 2022, the Company filed a motion to reinstate late payment charges, noting the Company's proactive implementation of a moratorium on late payment charges. On March 21, 2022, in PURA's Ruling to Motion No. 69 in Docket No. 20-03-15, the Company received PURA's approval to restart late payment fees for *non-hardship* residential and *non-residential* customers on or after September 1, 2022. PURA's Ruling to Motion No. 69, at 4, provided as follows:

> *The Authority reviewed the Companies' proposals in Motion No. 69, as well as the comments received thereto, and finds that the legal arguments proffered by the Companies require the eventual reinstatement of LPCs for non-hardship residential customers and non-residential customers.*
>
> *…the Authority directs the Companies to begin their on-bill LPC messaging at least two billing cycles ahead of reinstating LPCs. Accordingly, the Companies may begin assessing LPCs to non-hardship residential customers and non-residential*

customers, as applicable, for usage and balances accrued on or after September 1, 2022; such LPCs cannot be backdated.