Date Filed: August 24, 2026

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

Question:

(RECONNECTION FEE) Please refer to Exhibit CLP-RATES-3. Annually from 2018 through 2025, please indicate how many customers (differentiated by residential – hardship and non-hardship – and commercial) for which the Company has disconnected service at the pole rather than the meter.

Response:

Please see below for the requested information annually from 2018 through 2025 of the number of customers who were disconnected for non-payment at the pole rather than the meter. For residential customers, this information is also separated by financial hardship and non-financial hardship.

Customers with Service Disconnected for Non-Payment at the Pole			
Year	**Residential - Hardship[1]**	**Residential - Non-Hardship[2]**	**Commercial[3]**
2018	29	216	71
2019	36	240	90
2020	2	55	26
2021	0	8	28
2022	0	55	20
2023	0	43	60
2024	43	101	109
2025	25	82	83

[1] Hardship residential customer disconnections were suspended from November 2019 (due to the annual winter protection period) through May 2024 due to Connecticut's COVID-19 disconnection moratorium.

[2] Non-hardship disconnections were suspended from March 2020 through September 2021 due to Connecticut's COVID-19 disconnection moratorium.

[3] Non-residential disconnections were suspended from March 2020 through June 2021 due to Connecticut's COVID-19 disconnection moratorium.