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. Please describe the circumstances under which a customer would be disconnected at the pole rather than at the meter, specifically indicating if this is sequential (i.e., a customer is first disconnected at the meter and later disconnected at the pole) or causal (i.e., the customer has to be disconnected at the pole rather than the meter).

a. If the disconnect is sequential, how many days after a resident is disconnected at the meter for nonpayment is a resident disconnected at the pole and billed a reconnection at the pole for nonpayment charge as identified in in Appendix A of the tariff at page 23 of 249?
b. What is the average length of time between when a resident is disconnected at the pole for nonpayment and when the resident remits sufficient payment to be restored?

Response:

A customer with a past due balance may be disconnected at the pole (rather than their meter) when the Company is unable to disconnect at the meter (i.e. causal). This is primarily due to meter access issues, obstructions blocking access to the meter or for safety reasons.

a. The disconnect is not sequential.
b. The average length of time between when a residential customer is disconnected for non-payment at the pole and when sufficient payment is made to reconnect the service is approximately 9 hours.