Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(ARREARAGES AND TERMINATIONS) Provide the following information.

a. Since the last rate case to present, provide a breakdown on a monthly basis which indicates the number of customers that were 60 days, 90 days, and 120 days delinquent.
b. Indicate the number of customers terminated in that particular month due to delinquent account status.

Response:

See EOE-083, Attachment 1, for a monthly breakdown since 2017 to current of the following:

a. The number of residential and non-residential customers that were 60 days, 90 days, and 120 days delinquent.

b. The number of residential and non-residential services terminated in that particular month due to delinquent account status.

As additional background, non-hardship residential disconnections were suspended from March 2020 through September 2021 due to Connecticut's COVID-19 disconnection moratorium, and hardship customer disconnections did not resume until May 2024. Non-residential disconnections were suspended from March 2020 through June 2021.