Date Filed: August 14, 2026

**Witness: Jessica B. Cain and Cherna M. Baten**
**Request from: Office of Education, Outreach, and Enforcement**

**Question:**

(POLICIES AND PROCEDURES) Exhibit CLP-REVREQ-2, Schedule H-2.0 (F), p. 61. Provide the total number of instances, by month, that the Company has suspended service terminations due to extreme temperatures and severe weather since the Company's last rate case to present.

**Response:**

Please see EOE-106, Attachment 1, which provides the data requested on suspended residential service terminations due to extreme temperatures and severe weather.

For clarity, the COVID-19 service disconnection moratorium started in March 2020 and was in effect year-round, regardless of the temperature or weather. The residential service disconnection moratorium periods for residential customers were as follows:

- Non-Hardship Customers March 2020 – September 2021
- Hardship Customers November 2019[1] – May 2024

[1] The annual winter protection period for residential hardship customers is from November 1 to May 1, which overlapped with the COVID-19 disconnection moratorium in the 2019/2020 winter, resulting in a 4 ½ year disconnection moratorium period for hardship customers.