Date Filed: August 14, 2026

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

Question:

(ESTIMATED BILL) Exhibit CLP-REVREQ-2, Schedule H.2.0(C). How does the Company make customers aware of the availability of a payment arrangement as provided for in Conn. Agencies Regs. § 16-3-102(D)(2)?

Response:

After an actual meter read is gathered following a period estimated, the estimated time period is rebilled with the actual usage. If 53 days or greater of rebilled charges are invoiced, the customer is automatically placed on a payment plan, and a corresponding letter is automatically mailed to the customer explaining the updates made to their bill to reflect their actual usage. Please refer to EOE-110, Attachment 1, for a copy of the system-automated payment plan letter.