EVERSOURCE KNOWLEDGEBASE

SEARCH

Create Credit Reconnect Order - C2

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System: C2

Performed by: Credit Representatives

Purpose: To submit reconnect order after a shut off for non-payment (SONP

Before you begin:

- Ensure reconnection requirements have been met.
- Review account profiles – some profiles may impact reconnection (ex: LEGAL, UNSAFE, MEDICAL, REM DISC)
  - Refer to: Profile Icon Descriptions - C2

Step	Action
1	Hover over **Orders** on General Screen for the account
2	Select **Credit Disconnect Reconnect** *Disconnect screen will display*
3	Enter **Customer Name** into *Requested By:* field.
4	In the *Schedule Type* dropdown, select: • Field: Non-Service Switch or METRUM Meter • Manual: Service Switch or METRUM Meter

5	In the *Reason* dropdown, select the most appropriate reason for reconnection:
	• Hardship – customer claims hardship refer to:
	  • **Hardship CT NH**
	  • **Protections - MA**

6	In the *Schedule Date:* field, enter: • Next Business Day • Same Day – if account qualifies for protections
7	In *Schedule Time* dropdown, select **ALL DAY**
8	Ask customer if they have access to breaker panel • If yes, advise customer the main breaker should be turned OFF before we arrive to connect the meter, and to turn off all electrical equipment • If no, advise the customer to make sure that all electrical equipment is turned off Explain that any electrical equipment left-on will start-up automatically when the electricity is turned-on
9	Enter Order Instructions appropriate for order and schedule type. Keep instructions clear and concise (key info on file could be incorrect): • Meter Access Instructions (non SS meter) • Main Breaker on or off (Cust agreed to turn off breaker. Agreed to reconnect. OR Cust. Unable to turn off breaker, Agreed to reconnect.)
10	Reconnect charges will automatically calculate.
11	Click **Create Reconnect**

Common Next Steps/Additional Information

Situation	Action

Reconnect Order is in CGI Status	• Cancel CGId order – Refer to Cancel an Order in Scheduled Status C2 • In Cancel Reason, not that the order was CGI and a new reconnect order needs to be reconnected. • Schedule a new reconnect order.
Reconnect due to Company Error	• Schedule Type: Field • Schedule Date: Today • Schedule Time: All Day • Reason: None • Order Instructions: “Company Error – OK Per CMT” plus access and breaker statement • Waive reconnect fee
Same Day Credit Reconnect SD$OK	• DO NOT proactively offer • Same day reconnect for higher reconnect fee ($107) Refer to **Credit Reconnect General Information**
NH - Same Day Credit Reconnect Guidelines	Refer to **Credit Reconnect General Information**

Search Terms: Credit reconnect order, reconnect order, reconnect, turn on, tonp

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