Date Filed: October 09, 2026

Witness: Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(RECONNECTION) What is communicated to customers when they reach out to customer service for same day reconnections?

a. Are customers made aware that they pay a same day reconnection fee?
b. Identify the fees and what they are associated with.
c. Are customers made aware of any potential reasons for a delay after a same day reconnection is issued?
d. List reasons the Company may delay a same day reconnection.
e. What restrictions does the Company have in place when it comes to same day?
f. Is there a specific cut-off time for when same day reconnections are no longer available to the customer?
g. Are CSRs taught to offer same day reconnections if available?
h. If yes, provide the applicable scenarios and the training material provided to the CSRs on this topic.

Response:

When interacting with customers regarding the same-day reconnection option, Customer Service Representatives ("CSRs") are trained to provide all pertinent information related to the same-day reconnection order. This includes communicating any applicable fees, explaining when those fees will be applied, and advising customers that a same-day reconnection is not guaranteed.

The Company interprets the question to seek information about non-medical-related reconnection practices. The Company's reconnection response to medical conditions are different from the standard same-day reconnection. For example, the cutoff time does not apply, as described in the Company's response to EOE-346[i] and consistent with the Company's *Serious Illness / Life Threatening Condition*, Customer Service Policy 360.3.

a. Yes. CSRs make the customers aware of the same-day reconnection fee ($107) versus the next-day reconnection fee ($48) so they can make an informed decision.
    i. See item a. above.
b. CSRs advise all customers that same-day reconnection can't be guaranteed.
c. Potential reasons that could cause a delay would include an emergency response event, lack of meter access or an unsafe condition (*for example, back feed or damage to the meter box*).

d. Once customers have agreed to the minimum required payment to reconnect, the only restriction is how late in the day the same-day reconnect service can be offered.

    i. The cutoff time for the same-day reconnect option is noon[1] on business days (Monday through Friday).

e. CSRs are trained to offer reconnections for the next business day. If a customer asks for a same-day reconnection before the cutoff time, then the CSR will offer and share the costs described in item a.

    i. Please refer to EOE-347, Attachment 1, and EOE-347, Attachment 2, for training material provided to CSRs.

Prior Referenced Response:

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[i] EOE-346 Question:

(RECONNECTION) What is the process for same day reconnections when a customer submits medical protection documentation? Is that process different for customers who receive medical protection hold on their account? If yes, please explain how.

EOE-346 Response [foot and end notes omitted]:

Generally, a "same day reconnect" customer request is treated and responded to differently than a certified or initial claim of a medical life-threatening or serious illness condition. The Company's medical condition responses are treated like an outage response, as described below. The medical condition responses have been long-standing practices that existed well before the Company proposed (and received PURA approval to create) the 'same-day reconnection' option for non-medical customers in the Docket No. 14-05-06, *Application of Connecticut Light and Power Company to Amend Rate Schedules*.

Please refer to the following Customer Service Policies provided in the initial July 14, 2026, filing:

- 360.3 *Serious Illness / Life-Threatening Condition*[i]
- 430.3 *Winter Protection*[i]

When a customer has been disconnected for non-payment and a new medical certification from an authorized medical professional[i] has been provided for a customer that same day, the Company must be *notified*[i] (through a call from the customer) so it can create a reconnection order that same day:

- *Year-round*, for customers with a newly certified *life-threatening* medical condition, the Company will dispatch a technician to restore power as soon as possible and around-the-clock. This process is treated like an outage response versus a standard 'same-day' reconnect request.

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[1] In September 2025, the cutoff time was changed from 2:30pm to noon. The Company made the change to maintain our same-day reconnect commitments to customers while not requiring callouts and overtime at unsustainable levels, after the field resource day shift ends (typically 3:30pm) and extending well outside of normal business hours (ending at 6pm) when the Company's resources are focused on emergencies (including medical condition reconnections) and outage events as the priority.

- *During* the winter moratorium, for customers who have been newly certified with a *serious illness* medical condition, dispatch a technician to restore power as soon as possible and around-the-clock, like an outage response.
- *Outside* of the winter moratorium, for customers who have been newly certified with a *serious illness* who have been disconnected for non-payment must fulfill the reconnection requirements, which are described in Attachment 1[i], as filed and PURA-approved most recently in Docket No. 25-06-01.

Similarly, when a customer has been disconnected for non-payment and the customer makes an *initial claim* for medical protection, the Company will dispatch a technician to restore power as soon as possible and around-the-clock, like an outage response.