Date Filed: October 09, 2026

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

Question:

(RECONNECTION) If the customer pays a same day reconnection fee, are they moved higher up on the priority list for dispatch (i.e., above people who were scheduled prior to the date)?

a. How does the company triage same day reconnections versus reconnections scheduled a day or more prior?
b. Does a same day reconnection fee guarantee the customer will be reconnected that day?
   i. If not, is the customer refunded the same day reconnect fee?
   ii. If not automatically refunded, explain the circumstances under which the fee is retained when same-day reconnection is not completed.
c. Please explain how the Company confirms that a same day reconnection fee should be charged and the customer was reconnected on the same day as their request.

Response:

First, the Company provides PURA's rules on the payment required to be reconnected in EOE-349, Attachment 1, on page 4, which is also the Joint 04_HowitWorks_Payment Plans[1] describes how customers are not required to pay the reconnection fee to being reconnected. They will be charged the fee, and it will reflect on their next bill.

Customers who are offered a same day reconnect are not prioritized above customers who satisfied their reconnection requirements the day prior. The Company works to reconnect service within the next business day of for customers who make the minimum required payment to reconnect service, consistent with the Company's *Billing Rights for Connecticut Residential Customers*[2].

a. The Company first works the reconnections required to complete from customers who satisfied their reconnection requirements the business day prior. Same-day reconnections are worked after the scheduled work is completed and may require resources to work after the end of their regular shift.

b. Please refer to the first paragraph in this response. In addition:

   i. The same-day reconnection fee is *only* charged if the reconnection is completed same-day.

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[1] See the Company's June 1, 2026, Motion No. 7 in Docket No. 26-05-01: Annual Review of Affordability Programs and Offerings.

[2] See https://www.eversource.com/residential/account-billing/manage-bill/about-your-bill/billing-rights.

ii. If the reconnection is *not* completed on the same day, no same-day reconnection fee is charged.

c. The customer is *only* charged the same day reconnect fee when the reconnection has been completed the same day and this activity is recorded in the system.