Date Filed: October 09, 2026

**Witness: Jessica Cain**
**Request from: Office of Education, Outreach, and Enforcement**

**Question:**

(RECONNECTION) Provide an unlocked Excel spreadsheet containing the following information for the 2025 test year:

a. Total number of reconnections completed;
b. Total number of reconnections appointments that were missed because of the Company;
c. Average length of time between reconnection appointment scheduled and reconnection being fulfilled;
d. The shortest length of wait time between reconnection appointment scheduled and reconnection being fulfilled;
e. The longest length of wait time between reconnection appointment scheduled and reconnection being fulfilled; and
i. Provide the rationale behind the wait time.

**Response:**

Please see the table below for the reconnection information requested.

| **2025 Reconnection Information Requested** | **Number** |
|---|---|
| a. Total number of reconnections completed | 21,875 |
| b. Total number appointments that were missed because of the Company | N/A[1] |
| c. Average length of time between reconnection appointment scheduled and reconnection being fulfilled | N/A |
| d. The shortest length of wait time between reconnection appointment scheduled and reconnection being fulfilled | N/A |
| e. The longest length of wait time between reconnection appointment scheduled and reconnection being fulfilled | N/A |
| f. Provide the rationale behind the wait time | N/A |

[1] To reconnect electric service the Company follows its *Billing Rights for Connecticut Residential Customers*, available at https://www.eversource.com/residential/account-billing/manage-bill/about-your-bill/billing-rights. Appointments are not made to reconnect service. The CL&P Terms and Conditions for Electric Service at Section 6E and Section 15 discuss the reconnection charge process. See CL&P Terms and Conditions for Electric Service available at: https://www.eversource.com/docs/default-source/rates-tariffs/delivery.pdf?sfvrsn=2