Date Filed: October 09, 2026

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

Question:

(TERMINATION) Please provide the following information for each month of the 2025 test year:
a. The number of customers whose service was terminated on a Friday;
b. The number of customers whose service was terminated on a holiday (other than a Friday or during the weekend);
c. The number of customers whose service was terminated the day before a holiday (other than a Friday or during the weekend); and
d. The number of customers whose service was terminated on a Saturday or Sunday.

Response:

Based on Regulations of Connecticut State Agencies Section 16-3-100 (b)(3)(N), the Company is prohibited in disconnecting service for non-payment on a Friday, holiday, day before a holiday or on a Saturday or Sunday.

a. There were no customers disconnected for non-payment on a Friday.
b. There were no customers disconnected for non-payment on a holiday.
c. There were no customers disconnected for non-payment on the day before a holiday.
d. There were no customers disconnected for non-payment on a Saturday or Sunday.