

Energy Project Data Request 46

III. Schedule 300 Customer Charges

On page 16, lns. 7-16, Ms. Coughlin explains that in calculating reconnection costs, "the cost to perform the disconnection was added to the cost to perform the reconnection to determine the proposed reconnection charges."

1. Is a customer who requests reconnection necessarily the same customer for whom service was disconnected in the first place?
2. If not, does adding the cost of disconnection to the reconnection charge ever result in a customer paying a charge attributable to another customer's failure to pay his/her account?

Response to Energy Project Data Request 46

1. No. If a customer is disconnected for nonpayment and requests to reconnect service at the same location within 20 days of the disconnection, the request would be considered a reconnection of service and the reconnection charge would apply. However, if the customer's request is made more than 20 days after the disconnection occurred or the request is made by a new applicant, the Company treats the request as a new application for service and the applicable connection charge applies.
2. No. A new applicant's request for service is handled as a new application for service and the applicable connection charge applies. Service connections are performed at no cost to the applicant during office hours, and the after-hour and weekend connection charges do not include disconnection costs.

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