



March 1, 2021

Ms. Marissa Gillett
Chair
Connecticut Public Utilities Regulatory Authority
Department of Energy and Environmental Protection
10 Franklin Square
New Britain, CT 06051

Dear Ms. Gillett:

Thank you for the opportunity to provide an objection to the Office of Education, Outreach and Enforcement's (EOE) Motion to Approve Eversource's Termination Procedures and EOE's Motion to Approve The Connecticut Natural Gas Corporation, The Southern Connecticut Gas Company, and the United Illuminating Company's (collectively Avangrid) Termination Procedures.

We join the Governor and the Attorney General in urging PURA to deny Eversource's and Avangrid's ("Companies") motions to proceed with terminations because of the need to extend the utility shutoff moratorium given the ongoing impact of the COVID-19 pandemic.

Over the past two years, PURA has designed a series of affordable payment plans to ensure that no Connecticut resident faces termination of service because of an inability to pay their utility bill. These plans range from the "Below Budget Worksheet Program" for recipients of state and federal means-tested benefits to the COVID-19 Payment Plan for residents over 60 percent of state median income.

The Companies are required to make these programs available to any customer expressing concerns with the ability to pay their utility bill. We have previously written to express concerns with the Companies' failures to comply with PURA orders regarding the requirement to use plain and direct language to describe affordable payment programs and the termination process – issues that PURA and our offices have been raising since these proceedings began.

We remain concerned that these programs are still not clearly articulated in the Companies' communications to customers. Given the enormous financial impact of the pandemic, it is critical that Connecticut residents have clear and direct information about existing programs.

There must be a coherent flow of information to inform customers about payment arrangements and available payment options should their service be threatened with termination. We write to

urge that PURA bar the companies from utility terminations until the companies have faithfully and consistently complied with PURA's orders.

Sincerely,



Christopher S. Murphy
United States Senator



Richard Blumenthal
United States Senator