

## Questions and Answers from PURA's May 5<sup>th</sup> Webinar:

### Taking Action on Behalf of CT's Businesses: Public Utility Companies' Response to COVID-19

1. **Question:** For UI and Eversource, what trends are you seeing from the C&I community and ability to pay their bill – either as a % or dollar amount reduction in bill payments. For customers that owe balances before COVID-19, are those balances continuing to increase?

**Answer:** (UI): Based on the 4-27 aging approximately 40% of UI C&I customers have made payments in April and May. The Commercial Collectors are advising that these customers pay what they can and call when they reopen for formal arrangements. The total A/R from March \$16.4M to April \$23.0M

**Answer:** (Eversource) Eversource has seen commercial and industrial average daily payment amounts decrease by 25.8% and 24.6% respectively since the first two weeks in March 2020. Eversource has not performed an analysis on increasing receivables for customers that were delinquent prior to COVID-19.

2. **Question:** How has Eversource helped businesses receive federal funding? Did you direct businesses to lender?

**Answer:** (Eversource): Eversource is highlighting funding opportunities available to businesses in our communities. This includes specifically identifying federal and state resources available under the Coronavirus Aid, Relief and Economic Security Act (CARES), providing websites where further information can be found on the program itself and providing assistance with the application processes to the extent possible.

Additionally, we are supporting businesses by providing them with informational links including and not limited to the May 5, 2020 PURA webinar, the AdvanceCT Business Survey, Connecticut Small Business Development Center, Connecticut Business & Industry Association, Connecticut COVID-19 Emergency Response Unit, and guiding businesses to directly reference the following State of Connecticut websites:

<https://portal.ct.gov/Coronavirus/Information-For/Business-Resources> and

<https://portal.ct.gov/Office-of-the-Governor/News/Press-Releases>

3. **Question:** What trends have the utility companies seen from the C&I community regarding ability to pay bills. Are those customers who owe balances seeing an increase in balances?

**Answer:** (UI/SCG/CNG): The current trend shows that a majority of the C&I customers are either not paying or for the 40% that have paid in April and May paid \$3.4M. A majority of the accounts that have paid in April and May approximately 50% still carry a past due amount greater than \$1,000.

**Answer:** (Eversource): Please see the response to Question #1, above.

4. **Question:** How many customers have signed up for the special payment arrangement plan from the time it was rolled out in March to date? Was there any special communication made to those customers to make them aware?

**Answer:** (UI): The Commercial Collectors are speaking to C&I customers daily with the intent of encouraging them to pay with what they could afford. Other than verbally discussing potential payment agreements I am not aware of any outreach as of yet explaining the flexible agreements that could be extended to twenty four months if needed.

**Answer:** (Eversource): Since March 2020, Eversource has 1,094 commercial and industrial customers that have entered into an extended payment arrangement. Eversource communicated this arrangement to customers through various channels including press releases, email, social media, and the Eversource website.

5. **Question:** Have Eversource and Avangrid seen a migration of C&I customers from competitive suppliers back to the utilities?

**Answer:** (Eversource) We are not experiencing a migration of C&I customers on competitive supply returning to Last Resort Service since March 2020.

6. **Question:** Have UI and Eversource seen a reduction of energy efficiency work at large C&I businesses due to limited outside employees being allowed on customer grounds due to COVID restrictions?

**Answer:** (UI) Energy efficiency project volume fluctuates over the course of a program year under normal circumstances; however, different C&I customer segments have been impacted by the COVID-19 pandemic in different ways. Some customers are taking advantage of the slowdown or closure of their business as well as reduced occupancy of

their facilities to move forward with planned energy improvement work. Conversely, some customers (e.g, hospitals, long term health care facilities, etc.) have delayed energy efficiency projects to a future date.

**Answer:** (Eversource): There are some customers where there has been a reduction of energy efficiency work due to limits on outside employees being allowed on customer grounds at this time. In addition, there are increases in activity in large C&I in areas where buildings are vacant and there is a desire to move ahead. Further, the Energy Service Companies working on behalf of Eversource are installing on second shift in some cases to avoid contact with employees.

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7. **Question:** To Eversource: You mention that some C&I customers are taking advantage of business closure and moving forward with energy efficiency measures. Are you saying that you have seen an increase in new energy efficiency project requests or do you mean that existing C&I customers are moving forward to complete projects that were already started?

**Answer:** (Eversource): Both are true, pockets of activity are occurring where customers see opportunity to install energy efficiency measures or expand their existing measures. In addition, some C&I customers are requesting onsite work to complete energy efficiency projects and work that had already started. Please also see the response to Question #6.