



**Connecticut  
Light & Power**

The Northeast Utilities System



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**TESTIMONY OF JAY FLETCHER  
THE CONNECTICUT LIGHT AND POWER COMPANY  
and YANKEE GAS SERVICES COMPANY**

**Energy and Technology Committee  
March 7, 2013**

**RE: HOUSE BILL NO. 5590, AN ACT CONCERNING REFUNDS TO CUSTOMERS OF GAS COMPANIES**

Good afternoon. My name is Jay Fletcher, Director of Regulatory Policy for Northeast Utilities Service Company. I am appearing on behalf of The Connecticut Light and Power Company and Yankee Gas Services Company. Here with me today is Stephen Gibelli, Assistant General Counsel for NUSCO.

As written, there is insufficient detail in this legislation to fully comment upon. We would note, however, that we currently have processes in place to refund money due to customers. Those processes typically result in payment of a refund usually within 2 weeks. There are certain circumstances that may slow that process down (for example, if a payment was inadvertently misapplied, we ask the customer to provide identification to ensure that the money is being returned to the appropriate customer). However, as a general rule, payment is mailed within 2 weeks under normal circumstances. We believe that this legislation is unnecessary at this time.

Thank you for the opportunity to provide testimony on this bill.