

## **Statement of UIL Holdings Corporation**

**Re: Raised House Bill 5098 – AN ACT CONCERNING THE TERMINATION OF  
“ROBO” CALLS**

**GENERAL LAW COMMITTEE – February 18, 2014**

The UIL Holdings Corporation, the holding company for two gas (Connecticut Natural Gas and Southern Connecticut Gas) and one electric (The United Illuminating Company) utility distribution companies located in the state, would like to offer comments on **House Bill 5098, AN ACT CONCERNING THE TERMINATION OF “ROBO” CALLS**.

In general, the Company has serious concerns over the language of the proposed bill because it could potentially limit the ability the three companies (UI, CNG and SCG) to effectively communicate with their customers about important information that would need to be shared via phone call, and in some times, in a short period of time.

For example, important information from the utility companies to customers regarding an upcoming weather event or proactive notifications concerning electric or gas service outages at their home or place of business would be adversely affected. These calls are proactive in nature and affect all customers, but especially customers with medical conditions.

In addition, the language of the proposed bill may also limit the three companies' ability to communicate with customers about billing issues, especially regarding service termination notices. The notices begin after 33-day period of non-payment of utility bills. As a result, the three companies have been contacting customers on a more frequent basis in an attempt to discuss and arrange payment options to avoid service interruptions. UIL Holdings suggest that the committee must revise the language of the raised bill to be clear that a “hang up” by the customer, doesn't mean that the utilities cannot call again. Eliminating these calls could result in a more difficult situation for both the utility and the resident, who could have their gas or electric service shut off because there would be a gap in time-sensitive communications.

If you have additional questions, please contact Carlos Vázquez, UIL Senior Director of Government Relations at (203) 521-2455 or Al Carbone, UIL Government Relations Professional at (203) 671-4421.