

The United Illuminating Company

Appendix A. Service Charges

Supplier Relations Fees

SUPPLIER REQUESTED CANCEL/REBILL (PARTIAL LOADER)

This charge is developed to reflect the cost UI incurs in canceling previous customer billings and rebilling due to a change in an electric supplier's rate that must be applied retroactively. This service is charged to the supplier per request on a time and materials basis.

Cost Component	11/1/2025
Hourly Rate	\$80.34
Plus Cost Per Bill	\$0.64

SUPPLIER INITIALIZATION (PARTIAL LOADER)

Supplier Setup & Testing

Before an electric supplier can begin to transact business with UI, several things must occur. The supplier must be setup within UI's systems to be allowed to transact business with UI. The supplier and UI must complete the EDI testing and training to ensure that both parties can share information. This is a one-time fee charged to each supplier and is intended to recover the full cost of performing these tasks.

Supplier Rate Configuration

In addition to the supplier setup and testing, UI must also configure the supplier's rates within their systems to facilitate the billing process. Since the number and complexity of rates per supplier is unknown, the total cost to configure the rates is estimated using an average. This same hourly rate will apply for ongoing rate configuration changes requested by the supplier.

Cost Component	11/1/2025
Supplier Setup and Initialization Fee	\$7,337.00
Rate Configuration - Hourly Rate	\$141.52

CALL TO CRC FOR A SUPPLIER (PARTIAL LOADER)

UI is expecting that the volume of calls to the Customer Care Center (CCC) will increase if interest and/or participation in retail choice grows. Many of these calls will be supplier related and should have been directed to the supplier. UI will be able to track the calls it receives and then direct the customer to the appropriate supplier. These fees will be charged to the supplier on a per minute per call basis.

Cost Component	9/1/2023
Cost Per Minute	\$1.37

PROVISION OF CUSTOMER SERVICE FOR ENERGY SUPPLIERS (PARTIAL LOADER)

UI and the supplier may enter into an agreement whereby UI will provide customer service for billing inquiries regarding the supplier's rates. These fees would be on a per-minute per-call basis and would be part of a bilateral agreement between the supplier and UI.

Customer Care Representative (CCR)

This is the cost per minute for a CCR to provide customer service on behalf of the supplier.

Cost Component	9/1/2023
CRA - Cost Per Minute	\$1.37

PROVISION OF CUSTOMER SERVICE FOR ENERGY SUPPLIERS IVR (PARTIAL LOADER)

UI and the supplier may enter into an agreement whereby UI will allow the supplier to utilize UI's Interactive Voice Response (IVR) solution for customer self service. These fees would be on a per-minute per-call basis and would be part of a bilateral agreement between the supplier and UI.

Cost Component	9/1/2023
IVR - Cost Per Minute	\$0.49

SUPPLIER REQUESTED CHANGE TO STANDARD RATE CONFIGURATION (PARTIAL LOADER)

In the event that a supplier requests a specialized rate be used in billing, UI will perform the necessary system design and specification at an hourly rate, payable by the supplier. A technical contractor familiar with the systems affected would perform this work. After the design is complete and the supplier agrees to proceed, the remaining work would be performed and billed directly to the supplier via a purchase order.

Cost Component	9/1/2023
Hourly Rate – Contractor	\$104.60

Revenue Meter System Fees

METER TEST (PARTIAL LOADER)

This fee will cover the cost of performing a meter test, at the request of an electric supplier or the customer. The entity requesting the meter test will be charged the fee on a per request basis in accordance with PURA Regulation 16-11-126.

In accordance with the regulations of the PURA, and upon written request of a customer, the company shall test the accuracy of the meter in use at the customer's premises. The customer is allowed one free meter test per year at no charge. If the meter has been tested and the customer requests that the meter be tested again within a period of one year, and the meter is found to be accurate, the customer will be charged the appropriate meter test fee.

Single Phase

Cost Component	11/1/2025
Single Phase Meter Test Charge	\$113.44

Three Phase

Cost Component	11/1/2025
Three Phase Meter Test Charge	\$141.45

COST TO PROVIDE INTERVAL METER DATA (PARTIAL LOADER)

UI has developed charges applicable to a customer or supplier who requests interval load data for an account and/or for a request of load pulse outputs from the customer's meter. These fees are charged to the entity requesting the service.

Load Pulse Output

For load pulse outputs, the costs are for installation of the proper equipment and an ongoing monthly cost of providing the pulse outputs.

Load Pulse Output Installation Charge (one time fee)

Cost Component	11/1/2025
Load Pulse Installation Fee	\$791.00

Load Pulse Output Monthly Charge (reoccurring)

Cost Component	11/1/2025
Load Pulse Monthly Fee	\$15.83

THEFT OF SERVICE (TOS) INVESTIGATION (FULL LOADER)

TOS investigation fees are calculated and billed on a time and materials basis. Each TOS case is unique and requires different materials and skill sets to complete the investigation. This fee will be charged to the customer if the TOS investigation proves that the customer had been stealing service. UI currently charges investigative fees for customers that are found guilty by the courts.

For a supplier requested/initiated TOS investigation, the supplier will be charged the investigative fees if the customer is found to be innocent.

TOS Hourly Rates

Cost Component	11/1/2025
Investigator Hourly Rate	\$87.42
Supervisory Hourly Rate	\$104.08
Billing Support Hourly Rate	\$89.68
Standard Field Force Rate	\$92.19

Customer Requested Usage/Data Load Analysis (Partial Loader)

The Customer Requested Usage/Data Analysis is an hourly rate for an Analyst to perform any customer requested usage and/or data analysis from UI's current metering systems. This fee replaces multiple fees from the previous Appendix A, all based on an hourly rate, that incorporated the same basic service, that is, usage/data analysis and presentment of that usage/data analysis to the customer in either electronic or hard copy means.

Cost Component	11/1/2025
Data Analyst	\$96.26

Standard Field Fees

RECONNECT FEES (PARTIAL LOADER)

UI has the right in accordance with applicable statutes and the regulations of PURA, to discontinue service on due notice and remove UI property from the customer's premises in the event (1) the customer fails to pay any bill due the company for such service or (2) fails to perform any of his obligations to the company. After such discontinuance, a reconnection charge will be made in accordance with the fee below. The fee is a remote reconnection of service.

Reconnect-Meter

Cost Component	11/1/2025
Meter Reconnect Fee - Straight Time	\$22.58

Overhead Reconnect - Cut Tap

If the field technician is unable to gain access to the meter, the service will be disconnected at the Pole.

Cost Component	11/1/2025
Cut Tap Reconnect Fee - Straight Time	\$230.86
Cut Tap Reconnect Fee – Overtime	\$291.49

LOCK OUT – SECOND FIELD VISIT – FULL LOADER

If a technician must visit a premise a second time due to being locked out and unable to access UI equipment, the customer will be charged on a Time and Materials basis in accordance with the labor rates identified below. Overtime rates apply for work performed after 7:00 PM or on weekends or holidays.

Cost Component	9/1/2023
First 1/4 Hour Rate – Straight Time	\$45.84
Additional Quarter Hours - Straight Time	\$22.90
First 1/4 Hour Rate – Overtime	\$54.16
Additional Quarter Hours – Overtime	\$27.08

CONNECT/DISCONNECT FOR TEMPORARY SERVICE – (PARTIAL LOADER)

This fee is a standard fixed fee for providing temporary service to the basic single phase residential overhead temporary service. Temporary service is to be installed in accordance with UIL’s “Guidebook or Requirements for Electric Service”. The fee covers the cost to process the request, install the temporary service and remove the temporary service during normal working hours only. Non-standard temporary service will be reviewed, engineered and charged accordingly.

Cost Component	9/1/2023
Standard Residential Overhead-Temporary Service Fees	\$475.00

BILLING FEES

LATE PAYMENT CHARGE

(a) Bills for non-residential Customers not fully paid within twenty-eight (28) days after the Statement Date shall be subject to interest on the unpaid balance at the rate of 1¼ percent per month from the Statement Date of the bill to the date payment is received at the Company’s offices or at authorized collection agencies. Bills for the state and any political subdivision thereof shall not be subject to this charge for the first 60 days following the due date of such bill. The United States Postal Service is not an authorized agent for the purposes of receiving payment of Customers’ bills.

(b) Bills for residential Customers not fully paid within twenty-eight (28) days after Statement Date shall be subject to interest on the unpaid balance at the rate of 1¼ percent per month from the Statement Date of the bill to the date payment is received at the Company's offices or at authorized collection agencies. The United States Postal Service is not an authorized agent for the purposes of receiving payment of Customers' bills.

NON-SUFFICIENT FUNDS RECEIPT (PARTIAL LOADER)

This fee applies to customers who pay with personal checks, business checks, or electronically. Checks/payments that are returned due to nonsufficient funds will incur a fee in accordance with the fees below:

Cost Component	9/1/2023
Returned Check/Insufficient Funds Fee	\$27.01

Effective: November 1, 2025

Effective November 1, 2025
Decision dated October 28, 2025
Docket No. 24-10-04

Effective September 1, 2023
Decision dated August 25, 2023
Docket No. 22-08-08