Date Filed: May 28, 2026

Witness: Baten, Cherna M
Request from: Office of Consumer Counsel

Question:

Please refer Motion No. 3.1

a. For each of the past three summers (2023 through 2025), how many days were terminations suspended due to the Company's extreme weather condition policy for hot weather conditions?
b. What was the longest continuous period of time during each of the three years that terminations were suspended due to hot weather conditions?
c. Annually for each of the three years, how many customers did the suspension affect (i.e., how many customers had terminations delayed as a result of the hot weather condition policy?)
d. Annually for each of the three years, how many times did the Company have to restart the termination process due to the hot weather condition suspension affecting the required timing of terminations?
e. Are there costs associated with reprogramming your IT/billing system and/or other costs associated with the proposed change?

Response:

The Company does not suspend gas disconnects for non-payment during hot weather conditions. In specific response to interrogatory sub-parts a – d, during 2023 through 2025:

a. There were *zero days* on which disconnects for non-payment were suspended due to hot weather conditions.
b. There was *no period of time* in which gas disconnects for non-payment were suspended due to hot weather conditions.
c. There were *zero* customer impacts.
d. This is *non-applicable* since we don't suspend gas disconnects for non-payment during hot weather conditions.

In specific response to interrogatory sub-parts e:

e. This is *non-applicable* since we don't suspend gas disconnects for non-payment during hot weather conditions.