Date Filed: August 11, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Consumer Counsel

Question:

(CONTROLLABLE AVERAGE CALL HANDLE TIME) Please refer to CLP-Customer-1, p. 38.

a. Is the Company proposing that calls should last an average of 76 seconds total?
b. If yes to (a), does this include the time spent obtaining the account and contact information from the customer?
c. If yes to (a), does this include all types of calls (i.e., the average call handle times for all types of calls should be 76 seconds total)?

Response:

No, the Company is not proposing that calls should be an average of 76 seconds.

The Controllable Average Handle Time referenced in Exhibit CLP-CUSTOMER-1, at page 38, is a combination of customer hold time (time spent when the Customer Service Representative ("CSR") places the customer on hold) and after call work which is the time spent immediately following a customer call to complete the customer's transaction, as needed.

This proposed metric does *not* include the time the CSR spends speaking with the customer.