Date Filed: October 09, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(NON-EXCLUSIVE USE) What is the process when a customer reports potential non-exclusive use to the Company?

Response:

If the customer of record calls to report potential non-exclusive use at their address, the Contact Center Representative ("CSR") will investigate the claim, asking the customer probing questions to assess whether the customer can reasonably demonstrate that they may be paying for electrical usage that is not exclusive to their unit. For example, the customer mentions the hallway, cellar, or porch lights went out when they checked their breaker.

Once the CSR confirms there is a potential non-exclusive use matter at the address, an investigation order is entered for a field technician to visit the location. The customer is advised that access to the main breaker will be required upon a visit to the location. The order is sent to the field to investigate the non-exclusive use.

The Company adheres to the following written documentation:

a. Customer Service Policy 280.3, *Landlord Responsibility for Utility Service* As provided in Exhibit CLP-REVREQ-2, Sch. H-2.0(F) at 41, of the Company's initial filing on July 14, 2026.
b. *Identifying Mixed Metering or Non-Exclusive Use C2*, please refer to EOE-360 Attachment 1.
c. *Create a Non-Exclusive Use Investigation CTE*, please refer to EOE-360 Attachment 2.