Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(TERMINATION NOTICES) Exhibit CLP-REVREQ-2, Schedule H-2.0(B). Provide the following information regarding customers enrolled in e-billing.

a. Are e-billing customers also provided termination notices by United States mail?
b. Describe how and when the Company issues termination notices to its customers that participate in the Company's e-billing system.

Response:

a. The Company's process for issuing termination notices does *not* differ if a customer receives their bill electronically vs. USPS mail. *All* customers receive termination notices via USPS mail regardless of the method they receive their bill. *All* customers also have the option to receive termination notifications via email and/or text *in addition to* (but not instead of) the USPS mailed notifications.

b. The Company sends all disconnect-eligible customers their first USPS mailed disconnect notice 14 days before the first eligible disconnect date and sends the final USPS mailed notice 7 days before the first eligible disconnect date.

   In *addition*, the Company sends email and/or text message disconnection alerts to customers who have provided a valid email address and/or mobile phone number. Also see the last paragraph of the Company's response to information request EOE-089[i], copied below.

Prior Referenced Response

[i] EOE-089 Question:
(TERMINATION NOTICES) Exhibit CLP-REVREQ-2, Schedule H-2.0(B).
Before terminating a customer's service, does the Company mail a termination notice via first class mail to that customer? If yes, please describe the process the Company has in place to ensure this occurs. If no, please indicate how the Company contacts the customer.

EOE-089 Response:

Yes, prior to disconnecting any customer, the Company mails both an initial disconnect notice and a final disconnect notice via first-class mail to each customer. To ensure this occurs as expected, the following processes are in place:

- The Company's print and mail vendor, Kubra, is required to mail disconnect notices via first class mail and in accordance with United States Postal Service ("USPS") guidelines.
- When the Company sends a print job to its vendor, the vendor creates a "job log," allowing the Company to reconcile the total number of disconnect notices sent to the vendor on a given day to the total number of disconnect notices received by the vendor for print and mail. The Company reconciles this daily.
- In addition to reconciling the number of disconnect notices received by its vendor, the Company performs a reconciliation to ensure all jobs received by the vendor are processed and picked up for mailing by the USPS.
- To ensure ample delivery time by USPS, the Company sends disconnect-eligible customers their first notice 14 days before the disconnect date and sends the final disconnect notice 7 days before disconnect date.

In *addition* to the two disconnect notices that are sent via first-class mail, the Company *also* sends customers disconnect notifications via email and/or text message. If a customer provides both an e-mail and mobile phone number, they are defaulted into receiving both an e-mail and text message disconnect notification[i]. Specifically, and without needing to take action to choose the notification preference, (1) customers who provide a valid e-mail address are defaulted into receiving e-mailed disconnect notifications, and (2) customers who provide a mobile phone number are defaulted into receiving text message disconnect notifications.