Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Jason Tharp
Request from: Office of Education, Outreach, and Enforcement

Question:

(APPOINTMENTS) Exhibit CLP-REVREQ-2, Schedule H-2.0 (D). What are the Company's procedures when it cannot keep a scheduled appointment?

Response:

The Company values prioritizing customer appointments but there are times when weather conditions or lack of available resources due to emergent issues can heed the ability to keep the scheduled appointment.

Each morning, the Field team prioritize appointments when handing out assignments. If they realize the appointment cannot be met, the Field Mechanic will call the Admin group to have them contact the customer to reschedule.

The ownership of the subsequent steps differs depending on the appointment type, but the actions remain the same, advising the customer as soon as possible of the change in the appointment.

- Meter Witness Test
  - If a Field Mechanic is unable to get to the customer for a witness test due to weather conditions or an emergent need, the Field Mechanic would call the Admin group.
  - The Admin group would then email a Billing Specialist to reschedule with the customer at the customer's earliest convenience.

- All Other Appointments
  - The Admin group would call the customer and explain that the Field Mechanic will not be able to make the appointment time and will need to reschedule at the customer's earliest convenience.