Date Filed: October 14, 2026

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

Question:

(INFORMATION TECHNOLOGY) Does the Company track the number and topic of the IT-related complaints received from customers through its customer service department?

a. If so, provide this the number of complaints received by topic, if able, for each month of the Test Year and how they were reported (i.e., chat, phone call, email, etc.).
b. If not, please explain why.

Response:

The Company does not currently classify or track customer contacts through its customer service department in the manner requested by this interrogatory. Accordingly, for purposes of this response, the Company is providing information regarding IT-related complaints that are readily available through its formal complaint channels, specifically its Executive Complaint and Regulatory Complaint processes.

Through these processes, the Company tracks IT-related complaints received from customers. During the 2025 Test Year, one (1) IT-related complaint was received through the Executive Complaint process. The complaint involved a system issue that prevented an account from being closed. The complaint was received in October 2025 and was submitted via email.

Additionally, during the 2025 Test Year, the Company received two (2) IT-related complaints through the Regulatory Complaint process. The first involved a customer experiencing difficulty accessing the Company's EV Energy application, which prevented the customer from utilizing the tool. This complaint was received in June 2025 and was submitted via email. The second involved an AutoPay issue associated with a system upgrade. This complaint was received in July 2025 and was submitted via email.

Because the Company does not currently classify customer service contacts by "IT-related complaint" category, it cannot readily identify and report all customer service contacts responsive to this interrogatory. The Company is undertaking additional analysis to identify customer service contacts that may be responsive to the request and will provide a supplemental response, including any additional available information regarding volume, topic, and reporting channel, as soon as that analysis is completed.