Date Filed: November 23, 2026

Witness: Jared A. Lawrence and Shamus O'Brien
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER COMPLAINTS) Does the Company track the response time of the regulatory channel to EOE? If so, provide the metrics for the test year based on type of complaint and response time where response time reflects the number of business days from the time the Company received the inquiry from EOE.

Response:

The Company does not track response times for inquiries or complaints received through the EOE regulatory channel. The Company tracks the total number of complaints received and the percentage completed each month at an aggregate complaint level. Accordingly, response time metrics by complaint type are not available.