Date Filed: November 23, 2026

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

Question:

(RECONNECTION) Refer to the Company's response to EOE-348. If the technician does not make the appointment for a same-day reconnection, does the Company still require the next day reconnection fee ($48)?

Response:

The customer is required to pay the fee to reconnect their service after being disconnected for non-payment. Please refer to EOE-450, Attachment 1, for the Company's Terms and Conditions for Delivery Service that list "the Reconnection at Meter charges" in Appendix A Service Charges. The fee to reconnect next-day is $48 and same-day is $107.