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-349. If the customer is scheduled for same day reconnect, but is instead reconnected the next day, are they charged for the next day reconnect fee? What if it is 2 days later?

Response:

The customer is charged the reconnect fee for the reconnect service they receive. If they receive a same-day reconnect, they are charged the same-day reconnection fee. If they receive a next-day reconnection, they are charged the next-day reconnection fee.