Date Filed: November 23, 2026

**Witness: Jessica B. Cain and Daniel M. Traynor**
**Request from: Office of Education, Outreach, and Enforcement**

**Question:**

(RECONNECTION) Refer to the Company's response to EOE-350. Within the response to part d, when was the one (1) customer referenced as not completed reconnected? Was that customer charged the same day, next-day, or no reconnection fee?

**Response:**

For the (1) customer referenced within response to EOE-350[i], the Company waived the reconnection fee due to the Customer Service Representative human performance error.

**Prior Referenced Response:**

[i] EOE-350 Question:

(RECONNECTION) Provide an unlocked Excel spreadsheet containing the following information for the 2025 test year:

a. The total number of same day reconnections offered to customers;
b. The total number of same day reconnections completed;
c. The total number of same day reconnections which were not completed; and
d. For each same day reconnection that was not completed, identify the reason it was not completed.

EOE-350 Response:

The table below provides the reconnection information requested for customer-requested1, same-day reconnections, including those offered after the Company's 2:30pm daily cutoff time.

| 2025 Same Day Reconnection Information | Number | Percent |
|---|---|---|
| a. The total number offered to customers | 7,709 | - |
| b. The total number completed | 7,696 | 99.8% |
| c. The total number not completed that day | 13 | 0.2% |

d. Of the 13 not completed that calendar day:
   - One (1) was due a human performance error in selecting the next-day versus same-day reconnection.
   - Twelve (12) were created for customers after the daily cutoff time[2] (with the caveat that the reconnection could not be guaranteed). In these cases, resources were not available in the area to perform the reconnection work that evening, when emergency work, outages and medical restorations takes priority.

This information doesn't include medical-related reconnections, which are treated differently (higher priority) and follow a different process, as reflected in the Company's response to EOE-346. Medical-related reconnections orders may also be referred to as 'same-day', but it's different from the discretionary option for customers to choose a same-day reconnection.

After a number of the same-day reconnections were not completed that calendar day, the Company modified the daily same-day reconnection cutoff time from 2:30pm to noon to better ensure resource availability.