Date Filed: August 14, 2026

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

Question:

(CALLS) Provide the following:

a. Does the Company track the number of customers using callback technology?
b. If applicable, how many customers received a call back (by year) since the Company's last rate case to present?
c. Does the Company track if every customer who requests a call back receives one? If yes, provide the "success rate" (i.e., number of callers requesting call back versus those who receive a call back and answer it) of call backs for each year since the Company's last rate case to present.

Response:

a. The Company has tracked the number of customers using callback technology since 2022.

b. Please refer to the chart below, for the number of customers who received a call back since the Company began tracking it in 2022. The chart provides annual numbers through the most recent complete month, July 2026.

c. Contained within the chart below, is the success rate for each year data is available. The increased success rate is attributable to the change in telephony platform which occurred in early 2024. The NICE platform provides an improved callback experience, allowing more callers to successfully complete a callback with the Company.

	2022	**2023**	**2024**	**2025**	**2026***
Customers requesting call backs	288,751	278,256	241,031	484,497	326,724
Success rate of call backs	84%	89%	92%	97%	98%

*Data through July 31, 2026