Date Filed: September 01, 2026

Witness: David S. Coco
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER SERVICE SYSTEM FLOWS) Provide both a listing of customer service-related applications and a systems flowchart detailing the interactions between the various applications. As part of the response, please discuss each system and identify the type of information contained within the system.

Supplemental Response:

Please refer to EOE-118-SP01, Attachment 1, for a detailed listing of customer service-related applications, including a description and data type for each. The Company is also including EOE-118-SP01, Attachment 2, which is a clearer, and more simplified version of the CT Electrical Customer Service System Flows which was previously provided in the Company's original response.

Original Response:

Please see EOE-118, Attachment 1, for the CT Electrical Customer Service System Flows. The Company will supplement the response to include the detailed listing of applications as well as additional information relating to the system as soon as practicable.