Date Filed: October 09, 2026

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

Question:

(TERMINATION) If a customer is terminated on Friday, the day before a holiday, or a holiday, how does the Company remedy the situation?

a. Does the Company have any internal policies or procedures to prevent this? If so, please provide them.
b. Is the customer expected to pay the reconnection fee when the Company incorrectly terminated their service?
c. If the Company terminates service, is there a process that may mark a reconnection as urgent and expedite the reconnection process?
d. Please provide any policies or procedures regarding this process.

Response:

If the Company performs a disconnection for non-payment in error, the Company would dispatch a reconnect as soon as possible (without a reconnection fee), attempt to contact the customer and provide the customer a goodwill credit.

a. The Company's customer information systems completely prevent disconnections for non-payment orders from being generated on dates that are not permitted. The systems are built to use schedule restrictions (i.e., avoiding Fridays, Saturdays, and Sundays), holidays restrictions and calendar dates to prevent disconnections for non-payment orders from being generated on days, dates and holidays that are not allowed.

b. No. The customer is not expected to pay a reconnection fee when the Company disconnected them in error.

c. If a customer is disconnected in error, the Company escalates the reconnection process through a live call to dispatch, who will treat as urgently as an outage event and dispatch the closest available resource as soon as possible to reconnect service.

    i. Please refer to Exhibit CLP-REVREQ-2, Sch. H-2.0(F) at 22, for the Company's Customer Service Policy 190.3, *Days on which Termination is Prohibited*, which was filed in the initial filing in July 2026. The procedure that avoids disconnections for non-payment from being generated on dates when it is not permitted is within the IT software code that prevents it from occurring.