Date Filed: August 12, 2026

Witness: David L. Gladey and Jeffrey Richard
Request from: Office of Consumer Counsel

Question:

(Poles) Please generally describe the process of creating bills, issuing bills, and collecting revenue from pole attachers.

Response:

The Company generates invoices for pole attachment related charges, as applicable, including recurring rental charges and other billable services provided in accordance with the pole attachment process. Charges are calculated using the applicable rates, fees, or other actual costs, as appropriate, and are reviewed for accuracy prior to issuance. Once validated, invoices are issued through the Company's accounting processes to the applicable pole attacher.

Pole attacher payments are applied to the corresponding accounts upon receipt. In addition, the Single Pole Administration ("SPA") group reviews the monthly aged receivables billing report to determine what amounts are outstanding by pole attachers and then SPA directly reaches out to those pole attachers to seek recovery of any receivable amounts past the invoice due date. Delinquent accounts are tracked, and follow up communications and reminder invoices are issued, as appropriate, to facilitate collection of outstanding amounts.