Date Filed: October 13, 2026

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

Question:

(PAYMENT ARRANGEMENTS) For the 2025 test year, provide an unlocked Excel spreadsheet containing the following statistics for residential customers:

a. Total number of residential customers enrolled in an 18-month payment arrangement;
b. The total arrearage for all the accounts enrolled;
c. The average monthly payment required for all enrolled;
d. The number of customers successfully completing the 18-month arrangement;
e. The number of customers completing the 18-month arrangement with additional arrearages accrued; and
f. The average additional arrearage accrued upon successful completion of the 18-month arrangement.

Response:

Please refer to EOE-357, Attachment 1, for the payment arrangement data requested for residential customers in 2025 test year.