Date Filed: October 09, 2026

**Witness: Jared A. Lawrence**
**Request from: Office of Education, Outreach, and Enforcement**

**Question:**

(OUTAGE REPORTS) If a customer, using their established service address, is unable to report an outage because the map says their address does not exist how can the customer report their outage? Furthermore, please explain how the Company's outage map may not recognize an established service address.

**Response:**

The ability for a customer to be able to report their outage is not reliant on the address appearing in the map. The addresses that appear in the map are driven by Google Maps, while our outage reporting is driven by the information we have in our customers databases. If a customer's established service address is not recognized on the outage map, the customer can report the outage through any of our outage reporting channels.

Customers can navigate to the online outage reporting experience through the link at the top of the map. The customers can be logged in or not. When not logged in, the customer could search their account with the outage with their phone number. If logged in, the customer can report their outage through the associated account. They can also use the mobile app, two-way text messaging, or by calling the Company and reporting the outage through the IVR or a customer service representative. The ability to report an outage through these channels does not depend on the outage map recognizing the customer's address.

Google Maps determines the addresses to display in the map by combining official government geographic data, automated machine learning, aerial/street imagery, and user submissions. An established service address may not appear or be recognized on the outage map because Google Maps may not yet have incorporated that address due to new construction, recent address assignments, data-update timing, or other mapping-data limitations. Therefore, a service address may be valid in the Company's records but not recognized by the outage map.