Date Filed: October 19, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Consumer Counsel

Question:

(ACCOUNT NUMBERS) How does the Company prevent incorrect accounts from being created for customers or other potential errors linked to incorrect account numbers?

Response:

When a customer establishes service, the Company verifies the customer of record and confirms the service address. The customer is then provided a billing account number, and a service account number is created to identify the location where service is being provided.