Date Filed: October 15, 2026

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

Question:

(ARREARAGES) Provide an unlocked Excel spreadsheet, without using customer-identifying information, with the following information for all non-residential customers who currently have an arrearage:

a. The account's service start date;
b. From 2023 through the Test Year of 2025, the delinquent balance (if any) associated with the account as of the December bill of each year;
c. Identify the account's current status (active or terminated);
d. From 2023 through the Test Year of 2025, the customer's average monthly bill for each respective year;
e. From 2023 through the Test Year of 2025, the total amount the customer was billed for each respective year;
f. From 2023 through the Test Year of 2025, the total amount the customer paid for each respective year;
g. If the account was ever eligible for termination, provide the rationale as to why the account remained active.
h. If the account was terminated, provide the length of the termination before the customer was reconnected.

Response:

Please refer to EOE-359, Attachment 1, for active non-residential customers who currently have an arrearage greater than or equal to $1,000 as of September 2026.