Date Filed: November 13, 2026

Witness: Christopher E. Colorio and Mark P. Baldwin
Request from: Public Utilities Regulatory Authority

Question:

(Storms) Explain whether state officials, including lawmakers and PURA commissioners, are prioritized for service restoration in any way (for reasons other than medical hardship, etc), including at personal residences. If so explain why. Further, state whether any state officials have a designation in the Company's customer information or outage management system which the Company uses to determine service restoration priority (i.e., similar to medical hardship customers or municipal critical facilities).

Response:

The Company does not prioritize service restoration for the personal residences of state officials, including lawmakers, members of the Public Utilities Regulatory Authority (PURA), or other government officials based solely on their position as a government official. Residential restoration priorities are not established based on an individual's elected, appointed, or governmental role.

The Company's restoration priorities are based on established restoration practices that focus on: (1) public safety such as addressing E-911 emergencies and blocked roads, (2) critical infrastructure, (3) restoration of the largest number of customers in the shortest amount of time, and (4) customers or facilities identified under specific regulatory requirements such as restoration of municipal designated critical facilities.