Date Filed: October 09, 2026

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

Question:

(MEDICAL AND FINANCIAL HARDSHIP DOCUMENTATION) If a customer's account has not received the appropriate designation within the Company's standard timeframe identified in response to EOE-330 after receipt of the required verification documentation, what steps does the Company take to remedy this situation?

a. Does this process differ if a customer is already terminated during that delay caused by the Company? If so, please provide the applicable policy or procedure.

Response:

After the Company receives the required verification documentation, if a customer's account isn't provided with the appropriate financial hardship or medical certification designation within the Company's target processing timeframe, the Company conducts a review of the account to determine whether the delay resulted in any adverse customer impact. If the Company determines that a customer may have been adversely affected due to a delayed designation, it will consider each account to take customer service recovery actions, which may include:

- cancel-rebilling to provide the low-income discount rate retroactively back to the period the required documentation was submitted;
- suspending any ineligible collection activity and/or;
- contacting the customer to explain the situation, discuss options and any necessary next steps.

a. Yes. If the review determines that a customer was disconnected during a period of delayed processing and their service should been protected during that period due to a verified financial hardship or medical certification status, the Company will treat the disconnection as an error. On a case-by-case basis, each situation would be evaluated, and the Company may take the following customer service recovery actions:
   - contact the customer promptly to apologize;
   - reconnect service as soon as possible;
   - reverse any reconnect fees, if charged and/or;
   - provide a goodwill credit.