Date Filed: October 19, 2026

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

Question:

(ACCOUNT NUMBERS) Does the Company create a new customer account number if the customer moves to a different address?

Response:

A new *billing* account number may be established when a customer moves to a new location however, it is not always required. Whether a new billing account number is created depends on the customer's circumstances and account setup. A billing account number is used to bill the customer and maintain the customer's account history, including service, billing, and payment records.

Each *service* address is always assigned a unique service account under the customer's billing account. When a customer moves, the service address and associated service account is updated to reflect the new location.

Customers who have service at multiple addresses have the option to maintain separate billing account numbers for each service address or maintain them under one billing account number.