Date Filed: October 19, 2026

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

Question:

(ACCOUNT NUMBERS) Has the Company experienced issues where customers who have moved to new addresses are paying for incorrect accounts? If yes, please describe.

Response:

Customers are billed for the service address confirmed upon move-in. While the Company takes care to maintain its systems accurately, there are instances where customers may experience a mixed customer or mixed meter situation.

Mixed customers are instances where a customer moves into an incorrect site. An example is a customer moves into 1 Main St., Apt A, however, they should have moved into 1 Main St., Apt B.

Mixed Meters are instances where a customer moves into the correct site; however, meters are in the incorrect socket. An example is a customer moves into 1 Main St., Apt A, however, the meter for a different location is in that socket.

When these instances are uncovered, the Company works to ensure customer accounts are updated according to its Customer Service Policies as provided in initial filing dated July 14, 2026:

- Customer Service Policy 270.3 Investigating and Correcting Mixed Meter Conditions
- Customer Service Policy 110.3 Backbilling