Date Filed: October 19, 2026

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

Question:

(ACCOUNT NUMBERS) If a customer pays into an incorrect account, how will that customer be identified?

Response:

If a customer advises the Company that a payment is not reflected on their billing account, proof of payment will be required to investigate the matter.

Once the payment has been verified, the Company may transfer the payment from the incorrect billing account to the appropriate billing account to ensure the funds are properly credited.

When a mixed *meter* condition is suspected, a field investigation order is issued to confirm the situation. If the customer and CSR determine that the issue is the result of a mixed *customer* scenario, the customer will be moved to the correct address.