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 does the customer get a credit on the "correct" account once the error is discovered by the Company?

Response:

If a customer makes a payment to an incorrect billing account, the Company requires the customer to provide proof of payment. After payment verification is completed, the payment may be moved from the incorrect billing account to the customer's correct billing account to ensure the funds are credited appropriately.

If it is confirmed that the customer is impacted by a mixed meter or mixed customer scenario, the billing account is updated as outlined in the Company's Customer Service Policies provided in the initial filing dated July 14, 2026:

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