Date Filed: November 09, 2026

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

Question:

(ACCOUNT NUMBERS) Referring to OCC-915, and OCC-916, Interrogatory Responses. Why does the Company state that it "may transfer the payment" instead of "will"?

Response:

If a customer has multiple billing account numbers and a payment is applied to another billing account associated with them, the customer may elect to leave the payment on that account rather than have it transferred.

If a customer provides proof of payment and the payment is located on a billing account with which they have no association, the Company will transfer the payment balance to the correct billing account.