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. For years 2021 –2026 in an Excel spreadsheet provide a list of customer accounts that had a customer incorrectly pay into a wrong account. Include the total which was paid to the wrong account. Include the total number of instances and instances per account impacted.

Response:

Misapplied payment and payment transfer requests are sent by Customer Service Representatives to the Payments and Bill Print team through payment inquiry requests submitted in the Customer Information system or through email requests.

There is no reporting available for email requests, and no way to isolate the misapplied payment or payment transfer requests from other payment inquiry requests submitted through the Customer Information System.