Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Shamus O'Brien
Request from: Office of Education, Outreach, and Enforcement

Question:

(COMPLAINTS) For each year since the last rate case to present, please identify the:
a. Number of complaints the Company received; and
b. Top five issues contained in complaints received, including the number of complaints received regarding each issue.

Response:

The total number of complaints received by the Company is provided below. Customers may file complaints for a variety of reasons including but not limited to customer inquiries, misunderstandings, disagreements with company policies or dissatisfaction with outcomes based on established practices. Consequently, the counts below should not be interpreted as a measure of company error or non-compliance.

In 2022, the Company established a new review process to specific to formal complaints from the channels listed below in Table 1 and 2 to help the Company understand how and where our processes, controls, or communication strategies can be improved to minimize similar errors from happening in the future.

a. Table 1, below, shows the total number of complaints the Company has received through more formal channels such as PURA's Office of Education, Outreach and Enforcement (EOE), the Attorney General, Governmental Affairs, Office of Consumer Counsel (OCC) and the Department of Consumer Protections in each year since the last rate case.

Table 1: Customer Complaints through Formal Channels	
Year	Complaints
2017	1,785
2018	2,266
2019	2,406
2020	1,185
2021	646
2022	835
2023	1,034
2024	886
2025	583
2026 (July YTD)	396

In addition, the Company maintains a structured process to review and resolve the small number of complaints that enter the Company from informal channels other than EOE. These complaints are shown in Table 2.

Table 2: Customer Complaints Through Informal Channels	
Year	**Total Complaints**
2017	52
2018	66
2019	62
2020	60
2021	49
2022	54
2023	53
2024	68
2025	49
2026 (July YTD)	25

The Company also periodically receives informal complaints directly from customers through its Contact Centers. The Company addresses such complaints through its structured customer-inquiry escalation process. As a practice, the Company tracks all customer inquiries that are escalated after the initial contact with a Customer Service Representative ("CSR"), regardless of whether they are deemed to be an actionable complaint.

Table 3: Customer Escalations through Escalations Process

Year	Total Customer Escalations
2017	2,611
2018	17,591
2019	23,431
2020	9,977
2021	4,321
2022	7,218
2023	9,619
2024	10,381
2025	11,193
2026 (July YTD)	6,084

b. The tables below identify the top five issues or categories raised in each category of complaints received. Please note that the number of complaints shown are the totals from 2017 through the end of July 2026.

Table 4: Top Five Issues Raised in Formal Customer Complaints through Formal Channels

Top Five Issue Types	Termination	Payment Arrangements	Billing	General Information	Installation
Total	3,084	2,427	2,434	2,314	673

Table 5: Top Five Issues Raised in Formal Customer Complaints through Informal Channels

Top Five Issue Types	Credit	Billing	Field	Customer Service	Outage
Total	138	137	125	49	43

Table 6: Top Five Issues Raised in Customer Escalations through Escalations Process

Top Five Issue Types	Credit Issue	Shut-off Non Payment	Other	Outage-Electric	Bill Inquiry
Total	**44,555**	**16,683**	**11,467**	**6,098**	**4,369**