Date Filed: August 18, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Consumer Counsel

Question:

(LIDR) For each month from July 2025 to the present, please provide the following for financial hardship customers:

a. By LIDR tier, the number of customers that failed to make any payment that month;
b. By LIDR tier, the number of customers that made a partial payment of the monthly required payment (not the entire arrearage, if one exists), separated by customers on MPP, a flexible payment ("FPA"), and not on a payment arrangement;
c. For customers indicated in subpart (b), the mean and median percentage of the monthly required payment made, separated by customers on MPP, a flexible payment ("FPA"), and not on a payment arrangement;
d. By LIDR tier, the number of customers that made full payments of the required monthly payment (not the entire arrearage, if one exists), separated by customers on MPP, a flexible payment ("FPA"), and not on a payment arrangement;
e. By LIDR tier, the amount of total arrearages at the beginning of the month and at the end of the month;
f. By LIDR tier, the number of customers on MPP;
g. By LIDR tier, the number of customers on a flexible payment arrangement;
h. By LIDR tier, the number of customers who had service terminated that month.

Response:

The Company provides the requested information from July 2025 to the present as OCC-114, Attachment 1.