Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(FLEXIBLE PAYMENT ARRANGEMENTS) Please describe how the Company determines the monthly required monthly payment for Flexible Payment Arrangements (FPAs), which have a flat monthly payment.

a. During an 18-month payment arrangement, does the Company reassess the flat monthly requirement payment amount? If yes, how frequently does the Company reassess the payment amount and how does the Company determine the new requirement payment amount?
b. Please provide the number of customers who continue to have an arrearage after successful completion of their FPA for every year since 2024, broken down by residential customers (hardship and non-hardship) and non-residential customers.
c. Of the customers included in (b) above, please provide the number of customers with arrearages within certain ranges (e.g., $1 – 100, $101 -$500, etc.).

Response:

Please refer to page 5 of EOE-115, Attachment 1, which is a copy of Joint 04: How It Works Payment Plans from Docket No. 26-06-01, and describes how flexible payment arrangements ("FPA") work, including how the monthly required payment amount is calculated.

a. No. Unlike the Matching Payment Program ("MPP"), the monthly required payment amount for the PURA-ordered 18-month duration FPAs are not automatically reassessed. The Company has the technical capability to offer a "Current Plus" payment plan, which amortizes the past due balance over 18 months and adds to current charges. However, the "Current Plus" payment plan does not extend up to the PURA-required 18 month duration and it was excluded from scope in the PURA-led bill redesign implemented a few years ago. For customers on the FPA, the total balance due *is* provided clearly to customers with each bill and was explicitly redesigned to do so with that bill redesign implementation a few years ago. Customers can go on-line or call the Company to modify their payment plan to address balances or credits accruing on the account since they set up their payment plan..
b. In the Table 1 below, the Company provides the number of customers who continue to have an arrearage after successful completion of their FPA for every year since 2024, broken down by residential customers (hardship and non-hardship) and non-residential customers.
c. Table 1 below also includes the number of customers with arrearages by range, by year and by customer type as specified in subpart (b).

Table 1. Number of customers with an arrearage after successful completion of FPA (by range)

Year	Arrearage Range	Residential – Non-Hardship	Residential – Financial Hardship	Non-Residential
2024	$1 - $100	580	684	16
	$100 - $200	423	420	10
	$200 - $300	288	249	9
	$300 - $400	197	160	12
	$400 - $500	161	119	8
	$500 +	727	443	58
	Total	**2,376**	**2,075**	**113**
2025	$1 - $100	614	1,641	11
	$100 - $200	477	1,048	2
	$200 - $300	339	654	5
	$300 - $400	245	355	7
	$400 - $500	188	219	3
	$500 +	1,020	748	42
	Total	**2,883**	**4,665**	**70**
2026	$1 - $100	529	1,037	0
	$100 - $200	426	788	2
	$200 - $300	360	466	0
	$300 - $400	265	297	1
	$400 - $500	179	197	0
	$500 +	1,100	687	7
	Total	**2,859**	**3,472**	**10**