Date Filed: October 09, 2026

Witness: David S. Coco
Request from: Office of Education, Outreach, and Enforcement

Question:

(CREDIT AND COLLECTIONS) How does the Company's IVR system route calls from customers with outstanding account balances?

a. Does the IVR system automatically flag incoming calls from phone numbers associated with accounts that contain an arrearage and pass them through to Credit and Collections?
b. If the above is correct, if a customer with an arrearage is contacting the Company to report an outage, discuss account changes, or other related issues that do not pertain to Credit and Collections, how are they routed to the proper department within the IVR system?
    i. Is then the customer pushed back into the IVR loop once they get off the phone with the Credit and Collections department?

Response:

The company's IVR system collects essential information, including operating company, dialed number, customer intent, and identification details. This information is used to evaluate the customer's account status, including whether the account has an outstanding balance.

When a customer calls from a phone number associated with an account in arrears, the IVR first attempts to determine the caller's intent and then authenticate the caller. If the intent is to report an outage, the IVR will offer customers a self-service option to report their outage prior to connecting with an agent with the appropriate outage skills to address their outage-related needs. If a customer's intent is to discuss account changes, billing questions or other inquiries related to arrears, the caller will be routed to the Credit and Collections department only when both conditions are met: (1) the caller's intent is identified, and (2) the caller is successfully authenticated.

If the IVR cannot determine the customer's intent or the caller cannot be authenticated, routing is based on the phone number dialed rather than account status including arrears. For example, callers who dial the Credit line will be routed to a Credit skill, while callers who dial the Residential Customer Service line will be routed to the appropriate Residential skill, regardless of any arrearage associated with the calling phone number.

If a customer completes their interaction with Credit and Collections and requires additional assistance with a non-credit inquiry, the customer will be transferred directly to the appropriate

queue using skills-based routing. The customer is not returned to the beginning of the IVR menu.