Date Filed: October 09, 2026

Witness: Jessica B. Cain and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(RECONNECTION) What is the Company's policy if the CSR offers a same day reconnection and the technician does not make the appointment to reconnect?

Response:

If the customer has been offered a same-day reconnect and the Company doesn't reconnect service same-day, the Company will contact the customer and notify them that they would not be charged the same-day reconnection fee.