Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER SERVICE) Please provide the specific wait times, broken down by month and year, that customers encounter when being transferred from the Company's call center to a third-party call center and/or credit and collections, since the last rate case (to present).

Response:

The Company does not track specific wait times for customers being transferred from the Company's internal call center to its credit and collections call center.

Please refer to EOE-078, Attachment 1, for the average speed of answer, also known as wait time, of *all* calls answered since the last rate case for credit and collections callers. This data has been provided in seconds.

Prior to 2024, the telephony platforms utilized by the Company and the third-party call center were separate platforms. Calls were transferred using toll-free numbers between the two systems.

Since January of 2024, the calls have been contained on the same telephony platform. With this change, the Company can control the pace at which transferred calls are answered. The Company accelerates the pace at which transferred calls are answered, ensuring those calls are answered ahead of calls arriving from the automated system/IVR. This gives a transferred caller a lower wait time experience than a new caller from the IVR.