Date Filed: September 24, 2026

Witness: Christopher E. Colorio, Mark P. Baldwin, John G. Griffin and Leanne M. Landry
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to Exhibit ACCT-2 (CLP-5A-01) (MS24E) p. 29. Please explain why the second entry did not have a ticket.

Response:

OMS tickets are generated when customers report outages or other issues. Additionally, damage in the field may require repairs even if no ticket was called in. In this case, the contractor saw a broken crossarm and damaged pole and called into the Company's dispatch to fix the issue. The contractor was then instructed to make repairs and complete the work.