Date Filed: October 09, 2026

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

Question:

(OUTAGE REPORTS) How long from the time a customer reports an outage over the phone does it take for the reported outage to be included on the Company's outage map?

a. Does this differ if the customer reports the outage directly on the Company's website?

Response:

When a customer speaks with a Customer Service Representative ("CSR") over the phone to report a power outage, the information will appear on the outage map approximately 15 to 30 minutes later depending on the number of power outages the Company is experiencing at the time.

a. The time it takes for outages reported through the Company's website to appear on the outage map does differ from outages reported through a CSR. This also applies to outages reported through the other self-service channels; IVR, mobile app, and two-way text.

   When a customer reports an outage through the self-service channels, the outage will appear on the outage map approximately 25 to 40 minutes later.

   This difference in processing time is a result of the architecture of the self-service channels. The self-service reporting channels are designed to reduce impacts on system performance and maintain the reliability of outage-reporting functionality. These timeframes are approximate and may vary based on outage volume and system processing demands.