Date Filed: September 15, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Consumer Counsel

Question:

(LIDR) Please refer to the Response to OCC-114, Attachment 1.

a. Please add columns indicating the total number of customers on each LIDR tier for each month indicated, the number of customers on each LIDR with a life-threatening medical protection designation, and the number of customers eligible for service termination for each LIDR for each month indicated.

b. If current columns d, e, h, k, n, o, and p do not equal the total number of customers on each LIDR tier each month, please explain what additional category of customers is missing and provide (for example, comparing the number of customers indicated in those columns for December 2025 does not equal the total number of customers on LIDR in December 2025 indicated in the Response to OCC-116, Attachment 1).

c. Please separate the customers in Column D by those on MPP, on FPA, and not on a payment arrangement.

Response:

a. Please refer to OCC-453, Attachment 1, where three columns are appended to the data submission from OCC-114-RV01, Attachment 1, with the information requested:

- The total number of customers on each LIDR tier for each month indicated (Column X);
- The number of customers on each LIDR with a life-threatening medical protection designation (Column Y); and
- The number of customers eligible for service termination for each LIDR for each month indicated (Column Z)

b. The original data submitted in OCC-114, Attachment 1, was limited to accounts that had *a past due balance*. The original data did *not* include accounts without a past due balance on their account. These are included in the Company's revised submission (OCC-114-RV01,

Attachment 1). One additional column is added to OCC-453, Attachment 1, to include one sub-category of customers, which was not reflected in OCC-114-RV01, Attachment 1:

- (Column AA) "Payment Made *prior* to enrollment or *after* MPP drop". This includes customers who made a payment during the specified month but were not enrolled on the Matching Payment Program ("MPP") for the entire month. For example, customers who made a payment *prior* to the account being enrolled or reinstated into MPP within that month; as well as customers who made a payment *after* the account had been removed from the program.

c. Column D from OCC-114-RV01, Attachment 1, is separated into three columns in OCC-453, Attachment 1:

- Column D: "On Matching Payment Program (MPP)"
- Column E: "On Flexible Payment Arrangement (FPA)"
- Column F: "Not on a Payment Arrangement"