

Q.DPS.GMP.3-13. Please refer to page 7 of Ms. Smith's rebuttal testimony, which states, "We have tens of thousands of conversations with our customers each year. In 2023, GMP customer service representatives had more than 163,000 phone conversations with customers."

- a. What percentage of these calls were from customers struggling to pay their electric bills?**
- b. Please provide demographic information that GMP collected regarding these calls, the subject discussed, and describe whether they are representative of GMP's customer base as a whole.**

A.DPS.GMP.3-13.

- a. Of the more than 163,000 conversations customer service representatives had with customers in 2023, 64,025 calls (39.3%) were initiated for general billing and payment questions – a broad category which includes multiple topics from routine payment by phone, to questions about solar net-metering credits, and, in some cases, situations where we work with customers who are facing financial challenges. We do not maintain a summary or breakdown of the specific topics discussed within that category.
- b. We do not collect and maintain demographic information when customers reach out to us about their accounts or keep breakdowns categorizing the specific subject discussed.

Person/s Responsible for Response: Tiana Smith

Title of Person/s: Leader of Electrification and Sustainability

Date: May 3, 2024