

DEU'S REDACTED RESPONSE TO PSC A.1

PSC A.1.: Please itemize the additional \$414.78 DEU is charging Mr. Parsons under the referenced second contract, received by Mr. Parsons February 23, 2021.

Answer: Mr. Parsons initially contacted DEU regarding this job on September 22, 2020. On November 16, 2020, DEU provided Mr. Parsons with a Service Line Agreement that included the correct contractor pricing for 2020. DEU and Mr. Parsons continued to communicate regarding the placement of the meter, but Mr. Parsons did not sign or return the agreement, or make payment. In February of 2021, DEU resent the Service Line Agreement to Mr. Parsons. Beginning January 2021, the prices for installation of service lines increased due to the new zone bid contractor. DEU, inadvertently failed to update the contractor pricing shown in the February 2021 draft to reflect the new 2021 rates. The contractor pricing for ¾ plastic piping had increased from [REDACTED] in 2020 to [REDACTED] in 2021, resulting in a price increase of \$414.78. Mr. Parsons paid the amount listed on the Service Line Agreement on February 22, 2021. At that time, DEU realized it had not updated the contract with current pricing and sent a new contract to Mr. Parsons on February 23, 2021 with the corrected pricing. DEU also sent Mr. Parsons an email explaining the inadvertent error and requested the difference in amounts in order to begin construction of the meter.

Prepared by: Seth Plaizier