



LEGAL SERVICES

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**VIA U.P.S. NEXT DAY**

April 14, 2009

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

**Re: Rulemaking to Amend the Provisions of 52 Pa. Code, Chapter 56  
to Comply with the Provisions of 66 Pa. C.S., Chapter 14; General  
Review of Regulations; Docket No. L-00060182**

Dear Secretary McNulty:

Allegheny Power files Comments in response to the Secretarial Letter dated March 31, 2009, concerning electronic billing programs. As requested in the Secretarial Letter the Company's Comments concerning electronic billing are filed at the above-captioned docket which is also the docket for comments concerning the Commission's revisions to Chapter 56 of its regulations to incorporate statutory changes at Chapter 14 of the Public Utility Code. The Company's Comments concerning the revisions to Chapter 56 of the Commission's regulations will follow at a later date. The Company responds to the Commission's specific issues about electronic billing as follows:

1. Describe the scope and description of current e-billing programs?

Allegheny Power's e-billing program, known as EasyPay, provides all of the billing information electronically along with any inserts and newsletters in the exact same format as a customer receives via paper. The program is an option for customers who request to receive their bill electronically. Some of the benefits of e-billing are the elimination of paper bill for participating customers, environmentally friendly elimination of paper waste, the ease of electronic filing, and elimination of time-consuming and costly mailing.

2. What are the current levels of participation in current e-billing programs?

Allegheny Power's e-billing customer base as of the end of March 2009 is 94,967 customers. The Company has been averaging an annual growth rate for e-billing of almost 18% over each of the past 4 years.

3. Are there any changes to tariffs made or which should be made to tariffs to implement e-billing?

None.

4. Describe any changes you have made to your e-billing programs since the inception of the programs?

No changes have been made to the program except to accommodate the Company bill redesign. The accommodation kept the format of the electronic bill the same as the paper bill.

5. Describe information that was or will be contained in bill inserts and other communications to customers explaining e-billing along with copies of those documents?

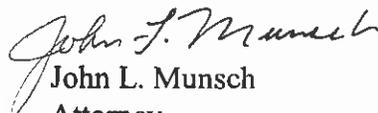
Allegheny Power has had bill inserts and other communication to customers explaining e-billing. The Company sent out one bill insert in May 2005 (attached as Exhibit A). The Company also promotes e-billing on its website (example attached as Exhibit B). The Company also places an article promoting its electronic billing once a year in its quarterly newsletter (example attached as Exhibit C).

6. Are there any other concerns regarding e-billing that the PUC should consider.

The e-bill program of Allegheny Power has been very successful and the Company believes that many customers would complain if the option were not available to them.

These Comments are filed electronically and by UPS Next Day and are deemed filed today.

Very truly yours,

  
John L. Munsch  
Attorney

JLM:sac

Enclosures

## EXHIBIT A

# Pay bills online -- safely and securely.

Allegheny Power's EasyPay is the safe, reliable way to receive, pay and track your electric bill online. You get confidence—and a guarantee that your payments are protected.

EasyPay is powered by CheckFree®— The Company that Powers Payment on the Web.<sup>SM</sup> It's fast and simple to use, and it's a proven solution for paying bills securely online. The best thing about using EasyPay is that you will have no checks to write and no envelopes to mail, which means less hassle for you!

Now you get the convenience and simplicity of online payments — without the worry. Start today at [www.alleghenypower.com](http://www.alleghenypower.com).

| powered by **Checkfree**® |



[www.alleghenypower.com](http://www.alleghenypower.com)

EasyPay


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## EasyPay

### Frequently Asked Questions

#### Receive and Pay your Bills Online

Allegheny Power has made some "electrifying" new changes to EasyPay by partnering with CheckFree Corporation.

Allegheny Power is pleased to offer you the option of receiving and paying your electric bill over the Internet, with EasyPay. EasyPay is available now --free of charge-- to all **electric** customers. EasyPay provides you with an electronic version of your paper bill that can be viewed securely from most computers with Internet access. And with the click of a mouse, you can pay your bills online through an electronic transfer of funds from your checking account. No checks. No stamps. No hassle!

[Click here](#) to sign in or enroll in our **new** EasyPay service. With EasyPay, you will no longer receive a paper bill after one billing cycle. Please see our [EasyPay Terms and Conditions](#).

[Please click here](#) to see a demo of our new EasyPay site. You will see how Easy it is to Pay your bills with EasyPay.

Although the Allegheny Power web site is designed for Allegheny Power customers, with our new service offering, you will also have the ability to receive and pay other household bills offered through CheckFree services. In addition, Allegheny Power's electronic bill is delivered to a number of bill service providers, such as US Postal Service, Bank of America or Yahoo, so you can pay all of your household bills at one location. *Some service providers may charge a fee to handle your bill payments.*

When you find the provider you prefer, enroll at that site. You will find Allegheny Power listed as one of the available e-billers. During the enrollment process, please have your Allegheny Power account number and your bank account information available. After that, paying your bill is as easy as the click of a mouse!

And remember, no matter where you pay your bill, if you have questions about your Allegheny Power account, [click here](#) to send us an email, or you can call our Customer Service Center at 1-800-Allegheny (1-800-255-3443).

# alleghenycustomer



Third Quarter 2007

For questions or service, call 1-800-ALLEGHENY (1-800-255-3443)

## We're turning over a new leaf.



In our ongoing efforts to help you conserve energy and save money on your electric bill, we have added a new feature to our quarterly newsletter. Check the GREEN POWER section for ways to conserve electricity, weatherization tips for your home and information about energy efficiency. Using energy wisely is not only good for the environment – it can help you save money.

## GREEN POWER

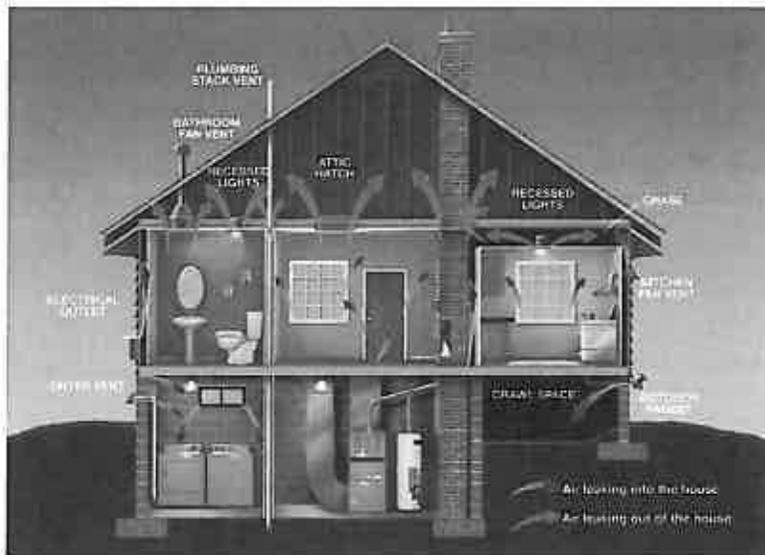
When shopping for appliances, be sure to look for the Energy Star™ label. Because they use less energy, these products help protect the environment and can save you money. For more information, visit [www.energystar.gov](http://www.energystar.gov).



## Block the Drafts in your Home this Winter

There are steps you can take while the weather is warm to prepare your home for falling temperatures. Blocking and sealing air leaks can improve the efficiency of your home and the performance of your heating system. To help avoid drafts and save money this winter season:

- 1 Make sure your home is insulated to adequate standards. Properly installed insulation in walls, floors and attics regulates temperatures throughout the house.
- 2 Replace broken window glass, worn weather stripping and improperly fitting doors.



- 3 Install a tight-fitting damper in your fireplace and keep it closed when the fireplace is not in use. When dampers are open, they allow the natural draft of chimneys to pull heated air from inside your home.

For more information, visit [www.alleghenypower.com](http://www.alleghenypower.com) and download a copy of our "100 Ways to Help Control Your Energy Bill" brochure.

*Illustration courtesy of the U.S. Environmental Protection Agency*



*Don't wait for the first cold snap to have your power restored. If your electric service has been disconnected for non-payment, pay now and have your power restored before the first frost. Call 1-800-Allegheny (1-800-255-3443) and avoid the inconvenience of being without electricity by setting up a payment arrangement today.*

Visit us online at [www.alleghenypower.com](http://www.alleghenypower.com)