



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

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January 15, 2008

RE: Rulemaking to Amend the Provisions of 52 Pa. Code Chapter 56 to
Comply With the Provisions of 66 Pa.C.S. Chapter 14;
Docket No. L-00060182:
Survey on Utility Collection Activity Hours of Operation

To: All Jurisdictional Natural Gas Distribution Companies,
Electric Distribution Companies and Water Companies:

With the authority granted in 66 Pa.C.S.A. §§ 501 and 504, the Pennsylvania Public Utility Commission (Commission), by this letter, directs that your company respond to the attached Survey on Utility Collection Activity Hours. The information you supply in the survey will be considered in the Commission's proposed rulemaking revising Chapter 56 regulations. *Rulemaking to Amend the Provisions of 52 Pa. Code, Chapter 56 to Comply with the Provisions of 66 Pa.C.S. Chapter 14*; Advanced Notice of Proposed Rulemaking Order, Docket No. L-00060182, Order entered December 4, 2006 (Advance Notice). Chapter 56 addresses the termination and reconnection of utility service at subchapter E (relating to termination of service) and subchapter G (relating to restoration of service).

In its comments to the Advance Notice, the Office of Consumer Advocate (OCA) cited § 56.192 (relating to personnel available to restore service) as a section that needed to be revised to comply with Chapter 14 requirements. *OCA Comments*, pp. 29-30. This section reads as follows:

§ 56.192. Personnel available to restore service.

A utility shall have adequate personnel available between 9 a.m. and 5 p.m. on each working day or for a commensurate period of 8 consecutive hours to restore service when required under this subchapter.

52 Pa. Code § 56.192.

Specifically, Section 56.192 and other applicable Chapter 56 regulations need to be revised to reflect the mandate in Section 1406(d) that the utility be able to

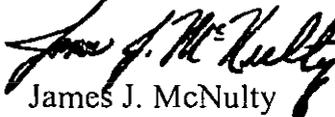
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accept payment on the following day and restore service consistent with Section 1407, which can require service restoration within 24 hours under certain circumstances¹. See 66 Pa.C.S. § 1406(d) and § 1407(c)(1).

The completed survey questionnaire and all supporting data shall be filed on, or before January 31, 2008 with the Commission's Secretary at the above-captioned rulemaking docket. An original and 3 copies of the completed survey and supporting information must be filed. The original should be submitted in "loose leaf" form², without staples, permanent glued/taped bindings or spiral binders. If practical, only paper clips, binder clips and/or rubber bands should be used to keep the original intact. One copy of the survey and all supporting information shall be served upon the Commission's Bureau of Consumer Services and Law Bureau, and one copy in electronic format (Microsoft Word ® 2003 or readable equivalent) shall be emailed to Patricia Krise Burket at pburket@state.pa.us, and Janice Ragonese at jragonese@state.pa.us.

If you have any questions about the survey, please contact Janice Ragonese at (717)-772-4835 / jragonese@state.pa.us or Pat Burket at (717) 787-3464 / pburket@state.pa.us.

Very truly yours,


James J. McNulty
Secretary

Attachment

cc: Commenters at Rulemaking Docket No. L-00060182
Bohdan R. Pankiw, Chief Counsel
Mitchell Miller, Director, BCS
Lenora Best, Division Chief-Policy, BCS
Patricia Krise Burket, Assistant Counsel
Terrence J. Buda, Assistant Counsel
Janice Ragonese, Policy Analyst, BCS
Daniel Mumford, Policy Analyst, BCS

¹ It is noted that the information collected may also be used in the Commission's biennial report to the General Assembly and Governor on Chapter 14 in regard to "the level of access to utility service by residential customers, including low income customers." See 66 Pa.C.S. § 1415 (relating to reporting to the General Assembly and the Governor).

² See December 3, 2007 PUC Secretarial Letter on InfoMAP Implementation at http://www.puc.state.pa.us/General/infomap/docs/InfoMAP_impl_Ltr120307.doc.

SURVEY ON UTILITY COLLECTION ACTIVITY HOURS OF OPERATION

- 1) What are the normal operating days and hours for the company's credit and collection call center?

- 2) What are the normal operating days and hours for the company's credit and collection field activities (termination, restoration, etc.)?

- 3) What days and hours of the week does the company perform termination of service for nonpayment?

- 4) Does the company perform any field collection activities (termination, restoration, etc.) outside of the "normal" operating days and times described above? If so, under what circumstances can this occur?

- 5) If a customer calls the company call center after the normal operating days and hours noted above, what happens to the call (caller reaches recording advising of normal business hours, or call is re-directed, etc.)?

- 6) What procedures does the company follow for restoring service during normal operating hours following an erroneous termination?

- 7) What procedures does the company follow for restoring service outside normal operating hours when there has been an erroneous termination of service?

- 8) What procedures may a customer use to submit a medical certification to the company during normal working hours to have service restored?

- 9) Are these the same procedures that the customer would use to submit a medical certification outside normal operating hours?

10) What procedure does the company follow to restore service during normal operating hours following receipt of a medical certification?

11) Is the procedure used outside of normal operating hours for restoring service after receipt of a medical certification the same procedure that the company follows during normal operating hours?

12) Does the company provide for alternative walk-in customer service locations (company-operated and/or contractual agents) where a customer may:

- a) Make a bill payment.
- b) Submit a medical certification
- c) Have questions answered about a bill or service termination.
- d) File a dispute in regard to a service termination.
- e) Report an erroneous service termination.

If alternate walk-in customer service locations are provided, list the following information for each location:

- a) The street address.
- b) The days and hours of operation.
- c) The customer services provided.
- d) Whether the location is accessible consistent with requirements of the Americans with Disabilities Act of 1990. See 42 U.S.C. §§ 12101-12213.

13) If the company provides for alternate walk-in customer service locations, is a list of these locations made available to the customer? If yes, provide a copy of the list and indicate how the information is made available to customers (check all that apply):

- On the bill
- By bill stuffer
- Telephonically, by the call center customer service representative
- Telephonically, by recorded voice announcement
- Electronically, on web site
- Electronically, on e-billing account page
- Electronically, by e-mail message.
- Alternate format for customers with disabilities.

Is the list made available in languages other than English? Provide a copy of each list that your company distributes that is written in a language other than English.

14) If the company operates alternate walk-in customer service locations, describe how information regarding customer payments made at the alternate payment location is communicated to, and within the company to restore utility service? Provide specific information regarding the following:

- The means of communication, i.e., telephonic or electronic;
- The time frame involved from receipt of customer payment to service restoration; and
- Company contacts (employee position or unit) involved in receiving and processing information about customer payments.
- Company contacts (employee position or unit) authorized to act to restore service.

15) In regard to the company's website, is there a way for a customer to make a single payment by electronic funds transfer (e.g., PayPal, Western Union, electronic banking) other than by using an established on-line bill payer account?

16) If the company's website provides a way for a customer to make a single payment on his utility account by electronic funds transfer, how is information regarding the customer payment communicated within the company to restore service? Provide specific information regarding the following:

- The means of communication, i.e., telephonic or electronic;
- The time frame involved from receipt of customer payment to service restoration; and
- Company contact (employee position or unit) involved in receiving and processing information about customer payments.
- Company contact (employee position or unit) authorized to act to restore service.

17) Describe the physical process for terminating service (actions you may take such as turning gas off at the curb).

18) Describe the physical process for restoring service (actions you may take such as turning gas service on at the curb).

19) If the company has deployed "smart meter" technology, does the company have the ability to terminate and restore service remotely? Has the company already used "smart meter" technology for:

- a) The initiation of service?
- b) The suspension of service?
- c) The termination of service?

For each task that has been accomplished using "smart meter" technology, describe the procedures that were used, including company contacts (employee position or unit), the means of communications, telephonic or electronic and the time frame involved.

20) What method does your company use to establish staffing levels for the call center?