

## FPUC-Rate - 0479239

**From:** [Burris, Aubrey](#)  
**To:** [Parmer, Kelley](#)  
**Subject:** RE: E-Bill - Rate Case  
**Date:** Tuesday, February 1, 2022 8:50:33 AM  
**Attachments:** [Active Subscribers .msg](#)  
**Importance:** High

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Kelley,

Attached is an email from Michelle that has the information related to the number of customers with paperless bills.

Here is how we arrived at these numbers

- Kubra extracted a list of customers from their database of customers with paperless bills
- Arnell worked with Michelle to remove propane customers and duplicate records
- Michelle then did a V-lookup to the Customer Count Reports to ensure we were only counting active accounts

Hope this helps. Let me know if you have any questions or need additional information.

Thank you

### **Aubrey Burris**

Director, Customer Care

### **Chesapeake Utilities**

Office Phone – 410-834-7325

Cell Phone – 302-943-7720

[Aburris@chpk.com](mailto:Aburris@chpk.com)

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**From:** Parmer, Kelley <[kparmer@chpk.com](mailto:kparmer@chpk.com)>  
**Sent:** Monday, January 31, 2022 11:49 PM  
**To:** Burris, Aubrey <[aburris@chpk.com](mailto:aburris@chpk.com)>  
**Subject:** RE: E-Bill - Rate Case

I sent a note to you via Teams too. Just looking to see if we found out what is available and what is not.

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**From:** Burris, Aubrey <[aburris@chpk.com](mailto:aburris@chpk.com)>  
**Sent:** Thursday, January 20, 2022 8:26 AM  
**To:** Parmer, Kelley <[kparmer@chpk.com](mailto:kparmer@chpk.com)>; Gilmore, David <[dgilmore@chpk.com](mailto:dgilmore@chpk.com)>  
**Subject:** RE: E-Bill - Rate Case  
**Importance:** High

Kelley,

I am delegating this to Michelle and Arnell. I have a meeting scheduled with them at 10:00 AM to

## FPUC-Rate - 0479240

get them pointed in the right direction.

We may not be able to separate natural gas and electric without requesting a special query from Kubra.

I will give you an update after I speak with Arnell and Michelle.

Thanks

### **Aubrey Burris**

Director, Customer Care

### **Chesapeake Utilities**

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**From:** Parmer, Kelley <[kparmer@chpk.com](mailto:kparmer@chpk.com)>

**Sent:** Wednesday, January 19, 2022 11:30 PM

**To:** Gilmore, David <[dgilmore@chpk.com](mailto:dgilmore@chpk.com)>; Burris, Aubrey <[aburris@chpk.com](mailto:aburris@chpk.com)>

**Subject:** RE: E-Bill - Rate Case

**Importance:** High

Good evening--

I have a page turn tomorrow so I need this item addressed. Perhaps we can just reach out to Arnell as I know Aubrey has been dealing with quite a bit.

Can we at least find out if it possible to separate natural gas and electric? If it is possible, I would like to understand level of difficulty.

Thanks!

Note: If sending an email please include the information in bold so it can remain privileged.

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**From:** Gilmore, David <[dgilmore@chpk.com](mailto:dgilmore@chpk.com)>

**Sent:** Thursday, January 13, 2022 8:05 AM

**To:** Burris, Aubrey <[aburris@chpk.com](mailto:aburris@chpk.com)>

**Cc:** Parmer, Kelley <[kparmer@chpk.com](mailto:kparmer@chpk.com)>

**Subject:** FW: E-Bill - Rate Case

**Importance:** High

Aubrey,

Arnell used to run a report for me showing the number of new sign-ups on EZ Bill. We could use that. Thoughts?

Also, would Kubra know how many retail locations we are supported at? Any growth in that?

David

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**From:** Parmer, Kelley <[kparmer@chpk.com](mailto:kparmer@chpk.com)>  
**Sent:** Thursday, January 13, 2022 12:35 AM  
**To:** Gilmore, David <[dgilmore@chpk.com](mailto:dgilmore@chpk.com)>; Burris, Aubrey <[aburris@chpk.com](mailto:aburris@chpk.com)>  
**Cc:** Kelley, Todd <[tkelley@chpk.com](mailto:tkelley@chpk.com)>  
**Subject:** E-Bill - Rate Case  
**Importance:** High

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
DIRECT TESTIMONY AND EXHIBITS  
OF KELLEY PARMER  
ON BEHALF OF  
FLORIDA PUBLIC UTILITIES**

Good evening/morning—

As part of the testimony, I am looking to include how customers have embraced payment options over the past several years. Can you give me the current FPU ebill enrollment and if possible split this between natural gas and electric. I doubt that is possible and am not asking for it to be done manually.

Do we have any other data that supports how customers have embraced our different payment options? IE – we expanded our network for retail payments. I do not believe customers use this much and don't want to share if we cannot show a benefit.

I did this information as soon as possible.

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***Kelley A. Parmer***

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