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Public Service Commission

July 14, 2015

Ansley Watson, Jr., Esquire
Macfarlane Ferguson & McMullen
Post Office Box 1531
Tampa, Florida 33601-1531
Email: AW@macfar.com

STAFF'S FIRST DATA REQUEST
via email

Re: Docket No. 150160-GU - Petition for approval of tariff revisions to implement customer relationship management (CRM) project, by Peoples Gas System

Dear Mr. Watson:

By this letter, Commission staff requests the following information from Peoples Gas System.

Requests 1 – 6 refer to the Budget Billing Plan

1. People's proposed language states that a customer must have no "pending service disconnection for non-payment when beginning the plan." Please explain why Peoples' language specifies non-payment when Tampa Electric's proposed language (Exhibit B) does not specify non-payment.
2. Please provide examples of the "best information available" which Peoples uses to calculate the initial monthly payment amount.
3. Please describe the circumstances that would result in Peoples recalculating the monthly amount, other than the anniversary of the customer's selection of Budget Billing.
4. Please explain why the percentage resulting in a recalculated payment amount was reduced from 25% to 15%.
5. What percentage of current customers would be affected by changing from 25% difference to 15%?
6. The tariff language states that Peoples "may begin charging the recalculated amount. . . ." Please provide examples of when Peoples would charge the recalculated amount and when it would not.

Docket No. 150160-GU
Staff's First Data Request
July 14, 2015

Requests 7 - 8 refer to the proposed Summary Billing Plan

7. Please describe how Peoples plans to separate bills into groups, e.g., is it at the customer's request only or does Peoples have specific criteria it intends to use.
8. If a customer does not pay the summary bill in full within 10 days from the mailing date, please describe the criteria Peoples plans to use in its decision whether to remove a customer from the Summary Billing Plan.

Request 9 refers to Deposits

9. Please explain why Peoples is changing its option of waiving customer deposits upon receipt of a recent credit reference from another gas or electric utility, to credit verification through an external/independent credit monitoring service.

Please file all responses electronically no later than Wednesday, July 29, 2015 from the Commission's website at www.floridapsc.com, by selecting the Clerk's Office tab and Electronic Filing Web Form. Please feel free to call me at (850) 413-6540 if you have any questions.

Thank you,

/s/ Sue Ollila

Sue Ollila
Economic Analyst
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SMO
cc: Office of Commission Clerk