

-----Original Message-----

From: Malone, Ed
Sent: Monday, March 10, 2008 6:45 PM
To: Craig, Joe
Subject: RE: IURC wants to meet!

Questions- I realize that several of these issues may not be in your area- some maybe in FS others could be IT or where customer sites have not been established for new services by CP.

Do you know if benchmarking was initiated for this area where any of these issues identified and if so were they tracked? Or is that something to review with Paul Grocki?
Yes, meter reading has started benchmarking, see Grocki.

Questions:

Monthly what percentage of our customers receive estimated bills- do we track this as a measure- my assumption is our goal is to not exceed 50% but is this something we track ?

This is not tracked, nor is there any internal goals established.
Meters are read bi-monthly.

Lou Ann indicates that customer complaints - her area has been getting more of these to date- how do they get to her area- what is the normal path of a customer complaint - what are the call representatives asked to do- if they can not satisfy the customer - where do they route the individual for resolution? How do they get outside of the system to Lou Ann's area or the IURC? Does Lanita's area have anything to do with customer complaints?

Customers contact us via the IVR, the IURC, and Lou Ann Baker.
Complaints are forwarded from the IURC to Yolanda Cork, previously K Bedgood. Information is forwarded to B Hulse for investigation prior to a response.

Has there been any issues with downloading of the handhelds - recently if so what have been the issues and have they been resolved?
Yes, from time to time. IT logs are created at time of occurrence.

If there have been days when we curtailed meter reading- how many days has this been year to date in 2008, how does that compare to the same period in 07,06,05?

2007 - 25

2008 - 12

no information available at this time for 2006 & 2005

What is the criteria that we currently utilize for not reading- has it been consistent?

Weather is a consistent factor for not reading. The long time blitz was an isolated situation that resulted in estimates. Meter Reading Manager determines "red letter" day, as they occur.

Are there any routes where we have not been able to complete the route for other reasons- than weather? If so how many routes are these and what volume are we looking at?

2007 - yes due to manpower, see overtime figures for 2007

2008 - no reasons other than weather

Did the long term misses that were an issue a few months ago- have any impact on the number of estimated bills?

Yes.

Are all metered accounts loaded into meter reading- how long does it take for a new account to be established and put into a reading cycle? Yes. IT runs a program to assign new accounts bill cycle, read cycle, route #, odd/even, etc.. An unassigned bill cycle report is generated for those that the IT report does not capture. Pete Campbell monitors this weekly & adds/corrects as needed.

Are there any accounts out there where customers are receiving service and there has not been a meter set? If so are they receiving estimated bills?

No.

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