

R.10-05-005

Assigned Commissioner, John Bohn
Presiding Judge, ALJ DeBerry
Data Requests in advance of the July 6th staff workshop
Data Requests due on or before July 9th

Questions Relating to Backbilling

- 1) For nearly 3 years, Customer X was billed \$10,000 per month when it should have been billed \$15,000 per month. How did the utility account for the energy that was used, but not billed during that 3 year period?
- 2) Is a balancing account used to keep track of energy purchased versus energy billed for? If yes, how does the utility balance the account assuming purchases outweigh bills?
- 3) In Customer X's case, did other customers subsidize the unaccounted for energy? If yes, please provide in detail the accounting procedure of how this is accounted for.
- 4) Since Customer X used more energy than it was billed, did the difference get recorded in an unaccounted for or lost account? If yes, is there any shareholder liability for an imbalance in the unaccounted for or lost account?
- 5) Please explain the accounting procedures for billing and metering errors, and what accounts are impacted specifically. Please illustrate the accounting process when the utility under-bills and also what happens to funds received after the discovery of under-billing is made and a customer is billed.
- 6) For small businesses (i.e.. less than 20kw for an electric customer and less than 50,000 therms per year for a gas customer) that go out of business and no backbilling recovery is possible, what procedures does the utility use and what is financial impact on the utility/other customers? Where do these costs go and how are they allocated?
- 7) How many small business customers (i.e. less than 20kw for an electric customer and less than 50,000 therms per year for a gas customer) do you back bill each year? What is the annual amount backbilled to small business customers?

Question Relating to Deposit Amounts

- 1) Rule 7 specifies that the deposit to establish credit for a residential account is “twice the average monthly bill as estimated by the utility,” while the equivalent deposit for non-residential accounts “may be twice the maximum monthly bill as estimated by the utility.” This same rule states that to re-establish credit, the deposit “may be twice the maximum monthly bill as estimated by the utility.”

- a) How did you determine that “twice the maximum monthly bill” is the appropriate deposit amount for non-residential accounts?
- b) Why do the deposit amounts differ by customer class?
- 2) Rule 6 states that credit will be established if the applicant furnishes a guarantor, satisfactory to the utility, to secure payment of bills for the service requested. What are the qualifications to be a guarantor for a non-residential account?
- 3) What is the total dollar amount held in deposits in each year from 2006 to 2010 for small businesses (i.e. less than 20kw for an electric customer and less than 50,000 therms per year for a gas customer)?
- 4) Please provide the total dollar amount of gross and net uncollectible recorded each year for small businesses (i.e. less than 20kw for an electric customer and less than 50,000 therms per year for a gas customer).
- 5) When does a customer need to have a deposit and when will that deposit be returned?