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Subject: RE: R10-05-005: Backbilling & Deposits

Good  
Morning Parties,

As a result of the workshop held on July 6th below are a few data requests that respondents should answer. These data requests will be due on or before Monday, July 26th. We plan to use the responses as we make our recommendation in the staff report due July 28th.

Thanks  
to Edison and DRA for helping us brainstorm some questions.

1. Describe your policies and procedures for warning small commercial customers that they may be subject to a re-establishment-of-credit deposit.
  - a. What is the minimum number of days you allow slow-paying or non-paying small business customers to begin paying an arrearage before requiring a reestablishment-of-credit deposit?
  - b. If you frequently allow more days than this minimum, what is the average number of days that pass before you require a reestablishment-of-credit deposit?
2. Describe any other policies or procedures that help small commercial customers pay their electric or gas bills, or their deposit amount(s), to avoid disconnection.
3. Describe your process for determining or establishing a credit score for new small commercial customers?
  - a. How do you determine the appropriate establishment-of-credit deposit amount?
  - b. Does your company provide non-cash alternatives to commercial customers in lieu of a cash reestablishment of credit deposit, what are those alternatives, and how is the commercial customer informed of this?
  - c. What type of flexibility regarding re-establishment of credit deposits does your company offer to customers from whom the utility deems a re-establishment of credit deposit is required?
4. According to Electric Rule No. 7, the amount of deposit required to establish credit shall be twice the average monthly bill as estimated by the utility for

residential accounts and twice the maximum monthly bill as estimated by the utility for non-residential accounts.

a. What are the primary factors used to determine these estimates? How are these estimates derived?

5. Of commercial customers with secured credit (from whom a deposit was held), how many were written off as uncollectible? Please provide the actual and total amount of un-collectibles for each year covering 2008 - 2010.

6. Of commercial customers with unsecured credit, how many were written off as uncollectible? Please provide the actual and total amount of un-collectibles for each year covering 2008-2010.

7. What is the gross (before deposits applied) and net un-collectibles for small business customers (as we defined small business at the workshop - i.e. usage of 40,000 kwh or 10,000 therms annually)?

8. How many re-establishment of credit deposits are held for small business customers?

a. What is the total amount of the deposits?

9. How many small business customers are disconnected due to nonpayment of bills?

a. How many are reconnected? What is the average duration of disconnection?

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