

**RESPONSES TO INTERROGATORIES FROM BOARD STAFF**

**INTERROGATORY #1:**

**1. Section 2.1.8 of the RRR requires distributors to provide information on disconnections for non-payment, arrears and arrears payment agreements, bad debts, etc. with respect to residential and eligible low-volume (income) customers.**

**a) Please describe how PowerStream is currently keeping records of:**

**RESPONSE:**

- Eligible Low Income Customers:

PowerStream tracks an eligible low-income customer at the account level through a special characteristic code set up on their CIS account. No detailed reporting is currently available.

- Disconnections for Non-Payment:

PowerStream maintains a record of disconnections at the service level indicating the current status of service. The PowerStream CIS offers an audit log for service status changes. No detailed reporting is currently available.

- Arrears and Arrears Payment Agreements

PowerStream tracks customers that are enrolled in the Arrears Management Program through a special characteristic code set up on their CIS account. Details of each agreement are maintained in the account holders "Notepad." (Notepad is a free form of note screens connected to each account.)

- Bad Debts

PowerStream tracks the amount of General Service and Residential customer bad debts to be written off during the year in a report.

- Equal Billing and Equal Monthly Billing Plans

PowerStream tracks an Equal Billing Plan at the customer account level in Notepad. PowerStream tracks Equal Monthly Payment Plans through a report generated by the CIS.

- Security Deposits

PowerStream tracks a security deposit at the customer account level. A monthly report is generated from the CIS with the value amount of security deposits for residential customers.

- Load Control Devices

PowerStream maintains a record of Load Control Devices at the service level indicating the current status of service. The PowerStream CIS offers an audit log for service status changes. No detailed reporting is currently available.

**b) Please indicate whether PowerStream would be able to provide any partial information required under Section 2.1.8. If yes, please provide specifics and update your exemption request to include only subsections of 2.1.8 which requirements PowerStream would not be able to meet. If not, why not?**

**RESPONSE:**

PowerStream is able to provide information from the following sections that are required under Section 2.1.8.

a) Number of Eligible Low-Income Customer Accounts

i) PowerStream is able to provide the number of eligible low income customers at year end. PowerStream has a simple report to list and totalize the number of accounts with the Eligible Low-Income special characteristic.

d) Bad Debt

iii) PowerStream would be able to provide the total dollar amount of bad debt for residential accounts during the course of the year.

e) Equal Billing and Equal Monthly Payment Plans under the Standard Supply Service Code

i) PowerStream would be able to provide the number of residential customer accounts enrolled in Equal Billing Plans at year end.

iii) PowerStream would be able to provide the number of residential customer accounts enrolled in Equal Monthly Payment Plans at year end.

f) Security Deposits

ii) PowerStream would be able to provide the total dollar amount of security deposits held by residential customers at year end.

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PowerStream therefore amends its application to request exemption from the following Section 2.1.8 requirements:

<b>Title</b>	<b>Exemption Request</b>
b) Disconnection for Non-Payment	i. number of residential customer accounts disconnected for nonpayment during the course of the year; ii. number of eligible low-income customer accounts disconnected for non-payment during the course of the year.
c) Arrears and Arrears Payment Agreements	i. number of residential customer accounts in arrears at year end ii. number of eligible low-income customer accounts in arrears at year end; iii. total dollar amount of arrears for residential customer accounts in arrears at year end; iv. total dollar amount of arrears for eligible low-income customer accounts in arrears at year end; v. number of arrears payment agreements entered into during the course of the year with residential customers; vi. number of arrears payment agreements entered into during the course of the year with eligible low-income customers; vii. total amount of monies owing under arrears payment agreements entered into during the course of the year with residential customers; viii. total amount of monies owing under arrears payment agreements entered into during the course of the year with eligible low-income customers; ix. number of arrears payment agreements with residential customers that were cancelled during the course of the year due to nonpayment; x. number of arrears payment agreements with eligible low-income customers that were cancelled during the course of the year due to non-payment.
d) Bad Debt	i. number of residential customer accounts that recorded bad debt expense during the course of the year; ii. number of eligible low-income customer accounts that recorded bad debt expense during the course of the year; iv. total dollar amount of bad debt expense for eligible low-income customer accounts during the course of the year.

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e) Equal Billing and Equal Monthly Payment Plans	ii. number of eligible low-income customer accounts enrolled in equal billing plans at year end; iv. number of eligible low-income customer accounts enrolled in equal monthly payment plans at year end.
f) Security Deposits	i. number of residential customer accounts with security deposits held at year end; iii. number of eligible low-income customer accounts with security deposits held at year end; iv. total dollar amount of security deposits held in respect of eligible low income customers at year end.
g) Load Control Devices	i. number of residential customer accounts where load limiter devices were installed during the course of the year; ii. number of low-income customer accounts where load limiter devices were installed during the course of the year; iii. number of residential customer accounts where timed load interrupter devices were installed during the course of the year; and iv. number of eligible low-income customer accounts where timed load interrupter devices were installed during the course of the year.

**INTERROGATORY #2**

**2. PowerStream applies for a temporary exemption of the collection of data and reporting requirements listed under section 2.1.8 of the RRR until mid-2014 when a new Customer Information System (“CIS”) becomes operational.**

**a) Please indicate when PowerStream is expecting to file information required in Section 2.1.8 of the RRR for the first time considering that information collected for the preceding calendar year should be provided annually, by April 30.**

**RESPONSE:**

PowerStream is expecting to be able to file information for the sections contained in the updated exemption request (as per interrogatory response 1b)) for Section 2.1.8 for the second half of 2014 for the April 30<sup>th</sup>, 2015 reporting date.

If the information from a partial reporting period would not be of value, PowerStream would then file a full year of data beginning January 1, 2015 on April 30<sup>th</sup>, 2016.

**b) Please specify a date for a temporary exemption to cease.**

**RESPONSE:**

PowerStream would request that the temporary exemption cease on January 1<sup>st</sup>, 2015 for the collection of data for Section 2.1.8.