

Board Staff Interrogatories
Union Gas Limited – Invoice Vendor Adjustment Fee Application
EB-2007-0599

Question 1

Union states that *“In Union’s experience, 29% of IVA transactions will generate a telephone call to Union.”* For the purposes of this application, has Union assumed that there will be only one IVA transaction per customer and per customer bill? How many IVA transactions does Union forecast in any given year?

Question 2

Union states that *“This figure is based upon Union’s experience that such a percentage of its inbound calls pertain to general inquiries, account maintenance and adjustments, high bill complaints, direct purchase, and rates”*. Union further states that *“Calls generated from having an IVA transaction on a customer invoice will generate similar level of calls as those noted above”*. On what basis does Union believe that it is appropriate to use the relationship of 29% inbound calls related to a broad set of call categories (such as general inquiries, account maintenance and adjustments, high bill complaints, direct purchase, and rates) as a measure to estimate customer inquiries related to IVA transactions.

Question 3

Preamble: *“Union concluded there are two principal cost drivers that need to be addressed in the calculation of the proposed IVA fee. First, some customers will make inbound calls when they see the IVA fee on their invoices. In Union’s experience, 29% of the IVA transactions will generate a telephone call to Union. This figure is based upon Union’s experience that such a percentage of its annual inbound calls pertain to general inquiries, account maintenance and adjustments, high bill complaints, direct purchase, and rates. Calls generated from having an IVA transaction on a customer invoice will generate similar levels of calls as those noted above”*. [Emphasis added]

Union’s application relies on its experience of inbound call centre calls, related to general inquiries, account maintenance and adjustments, high bill complaints, direct purchase, and rates to estimate the magnitude of customer inquiries related to a non-standard line item, such as an IVA transaction.

- a. How was the 29% estimate of inbound call volumes derived?
- b. Is this estimate consistent with Union’s Call Centre data used to monitor and categorize calls?
- c. What year of Call Centre data was used to prepare this estimate? What would this estimate be, based on Call Centre data for 2006 and 2005 respectively?

Question 4

Using Union’s Call Centre data used to monitor and categorize calls, provide the following:

- a. For the years 2006 and 2005, please provide a complete listing of all inbound call categories.
- b. For each call category identified in Question 2(a), please provide the percent share and the volume of these calls.

Question 5

- a. Union previously added a “storage line” to its customer bills. Based on Union’s call centre data, provide 2 complete years of data, for the items noted below, starting with the year when this additional line first appeared and the following year:
 - i. the number of inbound calls resulting from the additional line on customer bills
 - ii. the percent share of these calls
 - iii. number of bills issued with the “storage line” included.
- b. If Union is unable to respond to 4(a), please explain why in detail and
 - i. Please provide a listing of each new line item Union has added to its customer bills since January 1999.
 - ii. For the new listings provided in response to 4(b)(i) provide the volume of inbound calls related to inquiries about the additional line, the percent share of these calls and the number of bills issued with the new line included.

Question 6

What is the Company’s position on the appropriateness of setting a temporary fee structure for Union from June 1 to December 31, 2007 and addressing the IVA fee issue in a generic proceeding for both utilities effective Jan 1, 2008? Please provide a detailed response, highlighting the advantages and/or disadvantages of such an approach.

Question 7

Staff understands Union recently redesigned its customer bill. As a result of that bill redesign, please provide the following, for the year when this change was implemented and the subsequent year:

- i. the number of inbound calls resulting from the bill redesign of customer bills
- ii. the percent share of these calls
- iii. number of redesigned bills issued.