

Regulatory Analysis Form

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(1) Agency

Pennsylvania Public Utility Commission

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INDEPENDENT REGULATORY
REVIEW COMMISSION

(2) I.D. Number (Governor's Office Use)

L-00000147/57-213

Cocodrilli

IRRC Number: #2093

(3) Short Title

Reporting Requirements for Quality of Service Benchmarks and Standards

(4) PA Code Cite

52 Pa. Code §§62.31- 37

(5) Agency Contacts & Telephone Numbers

Primary Contact: M. J. (Holly) Frymoyer, Bureau of Consumer Services, (technical), 783-1628

Secondary Contact: Rhonda Daviston, Law Bureau, (legal), 787-6166

(6) Type of Rulemaking (check one)

- Proposed Rulemaking
 Final Order Adopting Regulation
 Final Order, Proposed Rulemaking Omitted

(7) Is a 120-Day Emergency Certification Attached?

- No
 Yes: By the Attorney General
 Yes: By the Governor

(8) Briefly explain the regulation in clear and nontechnical language.

This proposed rulemaking establishes standard measurements and reporting requirements regarding the customer service performance of the natural gas distribution companies (NGDCs). The data collected as a result of the reporting requirements will assist the Commission in monitoring the quality of the NGDCs' customer service. The reporting requirements will ensure that the data is reported uniformly and consistently.

(9) State the statutory authority for the regulation and any relevant state or federal court decisions.

Section 501 of the Public Utility Code (66 Pa. C.S. §501); Section 2206(a) of the Natural Gas Choice and Competition Act (66 Pa. C.S. §2206(a); Sections 1201, et.seq. of the Commonwealth Documents Law (45 P.S. §§1201, et. seq.); and regulations promulgated thereunder at 1 Pa. Code §§7.1-7.4.

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(10) Is the regulation mandated by any federal or state law or court order, or federal regulation? If yes, cite the specific law, case or regulation, and any deadlines for action.

Yes. The Natural Gas Choice and Competition Act (Act) at Section 2206(a) requires the natural gas distribution companies to maintain customer services, at a minimum, at the same level of quality under retail competition.

(11) Explain the compelling public interest that justifies the regulation. What is the problem it addresses?

Gas consumers in Pennsylvania are entitled to the same quality of gas service under retail competition as they experienced prior to the Act. The NGDCs have not uniformly measured the quality of customer service performance and do not report the results or their measurements to the Commission. This proposed rulemaking sets forth uniform measurements and reporting requirements to allow the Commission a means by which it can monitor the customer service performances of each NGDC and assure that the quality of the service is maintained.

(12) State the public health, safety, environmental or general welfare risks associated with nonregulation.

In a competitive utility environment, the NGDCs may reduce customer service operations in an effort to cut costs. The NGDCs may become less responsive to addressing customer problems within a reasonable length of time. These unattended problems could present customers with undue hardships and risks to their health and safety.

(13) Describe who will benefit from the regulation. (Quantify the benefits as completely as possible and approximate the number of people who will benefit.)

All gas customers, and especially residential customers, of the NGDCs could effectively benefit because the level of customer service will be monitored. In 1999, the largest NGDCs served more than 1,473,474 residential customers in Pennsylvania.

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(14) Describe who will be adversely affected by the regulation. (Quantify the adverse effects as completely as possible and approximate the number of people who will be adversely affected.)

None

(15) List the persons, groups or entities that will be required to comply with the regulation. (Approximate the number of people who will be required to comply.)

All natural gas distribution companies under the Commission's jurisdiction.

(16) Describe the communications with and input from the public in the development and drafting of the regulation. List the persons and/or groups who were involved, if applicable.

None

(17) Provide a specific estimate of the costs and/or savings to the regulated community associated with compliance, including any legal, accounting or consulting procedures which may be required.

An estimate of the costs associated with compliance with this proposed rulemaking cannot be made at this time. Depending upon their current system of telephone access monitoring, the NGDCs may incur costs related to measuring and monitoring telephone access. Providing for the surveys of customers could also increase costs to the NGDCs. It should be noted that many of the larger NGDCs are already surveying their customers. If they eliminate current surveys and rely exclusively on the uniform surveys, the difference in cost may be minimal or even less than what they are currently spending.

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(18) Provide a specific estimate of the costs and/or savings to local governments associated with compliance, including any legal, accounting or consulting procedures which may be required.

No additional costs or savings.

(19) Provide a specific estimate of the costs and/or savings to state government associated with the implementation of the regulation, including any legal, accounting, or consulting procedures which may be required.

The Commission's regulatory costs, if any, would be minimal.

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(20) In the table below, provide an estimate of the fiscal savings and costs associated with implementation and compliance for the regulated community, local government, and state government for the current year and five subsequent years.

	Current FY Year	FY +1 Year	FY +2 Year	FY +3 Year	FY +4 Year	FY +5 Year
SAVINGS:	\$ N/A	\$	\$	\$	\$	\$
Regulated Community						
Local Government						
State Government						
Total Savings						
COSTS:						
Regulated Community						
Local Government						
State Government						
Total Costs						
REVENUE LOSSES:						
Regulated Community						
Local Government						
State Government						
Total Revenue Losses						

(20a) Explain how the cost estimates listed above were derived.

The fiscal costs are not subject to a reasonable estimate.

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(20b) Provide the past three year expenditure history for programs affected by the regulation.

Program	FY -3	FY -2	FY -1	Current FY
N/A				

(21) Using the cost-benefit information provided above, explain how the benefits of the regulation outweigh the adverse effects and costs.

The NGDCs are currently using their own methods to evaluate their customer service performance using a variety of methods and measurements. The measurements have an unidentified cost associated with them. At present, none of the NGDCs report their findings to the Commission but if they did, the lack of consistency in measurement and data collection would make these findings of little value to the Commission. This proposed rulemaking will set uniform measures and methods of measuring various components of consumer service. Any additional costs associated with the proposed rulemaking will greatly increase the value of the findings to the Commission.

(22) Describe the nonregulatory alternatives considered and the costs associated with those alternatives. Provide the reasons for their dismissal.

Each NGDC currently monitors some components of its customer service performance. However, due to non-uniform measurement and lack of consistent reporting requirements, the overall results cannot be interpreted.

(23) Describe alternative regulatory schemes considered and the costs associated with those schemes. Provide the reasons for their dismissal.

The Commission considered and rejected requiring the smaller NGDCs (those with fewer than 100,000 residential accounts) to report access, billing, meter reading, response to disputes and telephone survey results to the Commission. The Commission's recent experience with the electric distribution companies and similar reporting requirements revealed that the smaller companies do not have the technology in place to track and report this data. Thus the Commission dismissed these requirements for the smaller NGDCs.

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(24) Are there any provisions that are more stringent than federal standards? If yes, identify the specific provisions and the compelling Pennsylvania interest that demands stronger regulation.

There are no federal standards.

(25) How does this regulation compare with those of other states? Will the regulation put Pennsylvania at a competitive disadvantage with other states?

New York has quality of service reporting standards and established benchmarks which utilities are expected to meet to avoid financial penalties. This regulation will not put Pennsylvania at a competitive disadvantage with other states. Rather, it will guarantee that the quality of customer service for gas customers will be maintained.

(26) Will the regulation affect existing or proposed regulations of the promulgating agency or other state agencies? If yes, explain and provide specific citations.

No

(27) Will any public hearings or informational meetings be scheduled? Please provide the dates, times, and locations, if available.

No

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(28) Will the regulation change existing reporting, record keeping, or other paperwork requirements? Describe the changes and attach copies of forms or reports which will be required as a result of implementation, if available.

The regulation will change recordkeeping to the extent that the NGDCs will now use uniform measures of performance. The NGDCs should already be recording the vast majority of the measures. A uniform reporting format has not yet been developed. Commission staff and representatives of the NGDCs will meet to discuss and develop the reporting format.

(29) Please list any special provisions which have been developed to meet the particular needs of affected groups or persons including, but not limited to, minorities, elderly, small businesses, and farmers.

Section 62.33(b)(2)(ii) was developed to specifically include the bills of small business customers. Section 62.35 was developed specifically to accommodate the smaller NGDCs by lessening the burden of the measurements and reporting requirements on these smaller companies

(30) What is the anticipated effective date of the regulation; the date by which compliance with the regulation will be required; and the date by which any required permits, licenses or other approvals must be obtained?

This regulation will be effective upon final publication in the Pennsylvania Bulletin. NGDCs with greater than 100,000 residential accounts will commence measurement of telephone access, billing, meter reading and response time to disputes in January 2001. These NGDCs will begin surveying customers January 2002. NGDCs with fewer than 100,000 residential accounts will begin surveying customers by mail in January 2002.

(31) Provide the schedule for continual review of the regulation.

The regulation will be reviewed on an ongoing basis.

FACE SHEET
FOR FILING DOCUMENTS
WITH THE LEGISLATIVE REFERENCE BUREAU

(Pursuant to Commonwealth Documents Law)

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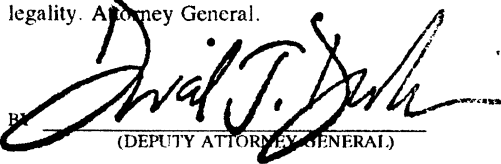
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INDEPENDENT REGULATORY
REVIEW COMMISSION

H. 2093

DO NOT WRITE IN THIS SPACE

Copy below is hereby approved as to form and
legality. Attorney General.

BY 
(DEPUTY ATTORNEY GENERAL)

JAN 26 2000

DATE OF APPROVAL


Check if applicable
Copy not approved. Objections attached

Copy below is hereby certified to be true and
correct copy of a document issued, prescribed or
promulgated by:

Pennsylvania Public Utility Commission
(AGENCY)


DOCUMENT/FISCAL NOTE NO. L-00000147/57-213

DATE OF ADOPTION January 12, 2000

BY 
James J. McNulty

TITLE (SECRETARY)

Copy below is hereby approved as to
form and legality. Executive or
independent Agencies.

BY 
Bohdan R. Pankiw
Chief Counsel

1-18-00
DATE OF APPROVAL

Check if applicable. No Attorney General
approval or objection within 30 days after
submission.

L-00000147/57-213
Proposed Rulemaking
Reporting Requirements for Quality of
Service Benchmarks and Standards
52 Pa. Code, Chapter 62

The Pennsylvania Public Utility Commission on January 12, 2000, adopted a proposed rulemaking order establishing uniform measures and standard data reporting requirements for natural gas distribution companies. The contact persons are M. J. (Holly) Frymoyer, Bureau of Consumer Services (technical), 783-1628, and Rhonda Daviston, Law Bureau (legal) 787-6166.

Executive Summary

L-00000147/57-213
Proposed Rulemaking
Re: Reporting Requirements for Quality
Of Service Benchmarks and Standards
52 Pa. Code §§62.31-37

On June 22, 1999, Governor Tom Ridge signed into law the *Natural Gas Choice and Competition Act* (Act). Section 2206(a) of the Act requires that customer services shall, at a minimum, be maintained at the same level of quality under retail competition as in existence on June 22, 1999. The purpose of this proposed rulemaking is to establish uniform measures and reporting requirements to allow the Commission to monitor the level of the natural gas distribution companies' (NGDC) customer service performance. Using the statistics collected under this rulemaking, the Commission will annually prepare a summary report on the customer service performance of the covered NGDCs. The reports will be public information.

The contact persons are M. J. (Holly) Frymoyer, Bureau of Consumer Services, (717) 783-1628 and Rhonda Daviston, Assistant Counsel, Law Bureau, (717) 787-6166.

**Pennsylvania Public Utility Commission
Harrisburg, PA 17105-3265**

Public Meeting held January 12, 2000

Commissioners Present:

**John M. Quain, Chairman
Robert K. Bloom, Vice-Chairman
Nora Mead Brownell
Aaron Wilson, Jr.
Terrance J. Fitzpatrick**

**Reporting Requirements for Quality
of Service Benchmarks and Standards**

Docket No. L-00000147

PROPOSED RULEMAKING ORDER

BY THE COMMISSION:

On June 22, 1999, Governor Tom Ridge signed into law the *Natural Gas Choice and Competition Act (Act)*. The Act revised the Public Utility Code, 66 Pa.C.S. §§101, et seq. by inter alia, adding Chapter 22, relating to restructuring of the natural gas utility industry. Pursuant to Section 2206(a) of the Act, customer services shall, at a minimum, be maintained at the same level of quality under retail competition. The Act is clear that customer service for retail gas customers is, at a minimum, to be maintained at the same level of quality under retail competition as in existence on June 22, 1999. The Pennsylvania Public Utility Commission (Commission) is the agency charged with implementing the Act.

The proposed regulations set forth uniform measures and standard data reporting requirements for various components of a Natural Gas Distribution Company's (NGDC) customer service performance and establish effective dates for the reporting requirements. Thus the elements addressed by this rulemaking are presented to allow the Commission to ensure that the customer service of Pennsylvania's NGDCs remains at an adequate level. The reporting requirements will provide the Commission with the necessary measurement data to monitor the performance of the NGDCs. As a result of the data produced, the Commission will be aware of and able to investigate deterioration in company performance and

direct remedial action on the part of the company. After the Commission receives adequate measurement data from the NGDCs, it will embark on a separate proceeding to establish performance benchmarks and standards for the NGDCs.

This rulemaking addresses various components of customer service including telephone access, billing frequency, meter reading, timely response to customer disputes, the proper response to customer disputes and payment arrangement requests, compliance with customer service rules and regulations, and serving customers in a prompt, courteous and satisfactory manner. These components are interrelated and are important aspects of NGDC customer service. In addition, we believe that these components are fair indicators of the quality of an NGDC's service to customers. Finally, the proposed reporting requirements correspond to the Chapter 54, Subchapter F Reporting Requirements for Quality of Service Benchmarks and Standards that pertain to the electric distribution companies.

The proposed rulemaking includes three measures of telephone access to a company: the percent of calls answered at each NGDC's call center in 30 seconds, the average busy-out rate for each call center and the call abandonment rate for each call center. These three measures are designed to give a total picture of telephone access to the company. It has been our experience that many utilities already use these measures to monitor customer access to their company's call centers. Many have this information available daily and use it for their own analysis and work plans. We note that in the electric industry, with a few minor adjustments, the major EDCs have been able to provide the Commission with these statistics.

The other measures presented in the proposed requirements are directly related to the regulations in 52 Pa. Code Chapter 56 Standards and Billing Practices for Residential Utility Service, and should not require further data collection by the NGDCs. The use of available data should serve to alleviate any concern that the NGDCs may have about the reporting requirements causing financial burdens. We propose that the NGDCs report to the Commission the number of customer disputes, as defined in 52 Pa. Code §56.2, for which the NGDC did not render a utility report within 30 days of the filing of the dispute as required by §56.151(5). Since §56.202 requires utilities to preserve records of all customer disputes and complaints, this information should be available. We believe this statistic is preferable to a simple tally of the total number of customer complaints because it will indicate instances in which the NGDC has not complied with the customer service regulations by not responding promptly to a customer's complaint. A complaint or dispute filed with a company is not necessarily a

negative indicator of service quality. However, a company's timely response to a complaint is an important measure of customer service quality.

Similarly, to measure metering performance, we propose that the NGDCs report information pursuant to §§56.12(4)(ii) and (iii) and §56.12(5)(i) (relating to meter reading). We believe that these regulations represent the minimal criteria of meter reading performance. Again, the use of reporting related to Chapter 56 mitigates any additional financial burdens on the NGDCs. The Commission's experience is that lack of meter readings generates a large number of complaints from residential customers and thus we propose including this as a measure of customer service quality. The Chapter 56 regulations require one company or customer-supplied reading within a six-month period and an actual (company) reading at least once every 12 months. We believe that these minimum requirements should be met and therefore have included them in the reporting requirements.

In order to measure the quality of an NGDC's interactions with its customers, we propose a transaction survey of customers who have had recent dealings with that company. Each NGDC would survey a sample of customers who have had an interaction with one of its representatives. We are proposing that each NGDC use the same survey questionnaire and sampling methodology in order to produce uniform results for each company. The survey would contain questions to measure the promptness by which the NGDC responded to the customer's request and the NGDC's timeliness of the response or visit. The surveys are also to include questions to measure satisfaction with the company's handling of the interaction.

We invite comments on how we can best achieve uniformity among the NGDCs regarding the transaction survey. The electric distribution companies formed a working group that was very successful at working out the details of the transaction surveys in a collaborative fashion. We would propose a similar working group for the gas companies. We would also appreciate comments regarding the mail survey that we propose for the NGDCs with fewer than 100,000 residential accounts.

Finally, we propose measuring the complaint handling performance of the largest NGDCs by using justified consumer complaint rate, justified payment arrangement request rate, the number of informally verified infractions and infraction rate. Pursuant to §56.211, the BCS has established procedures for handling consumer disputes and payment arrangement requests as well as rules for determining on a case-by-case basis whether or not a customer is "justified" in

coming to the Commission. "Justified" informal consumer complaints and payment arrangement requests are those cases in which, in the judgment of the BCS, the company did not comply with PUC regulations, reports, Secretarial Letters, tariffs or guidelines prior to BCS intervention. For the past number of years, the BCS has calculated and reported these rates in its annual report; thus the NGDCs are familiar with them and what they represent.

Regarding infractions and the infraction rate, the Commission has procedures to ensure that NGDCs and other public utilities conform to the standards of conduct for residential service established by statute and regulation. Through informal consumer complaints and payment arrangement requests the Commission is able to identify, document and notify utilities of instances where the utilities have violated a particular section of the regulations. The BCS tallies the number of informally verified infractions and reports them annually to the Commission. Beginning in 1997, the BCS has also calculated an infraction rate that compares a utility's number of infractions with its number of residential customers. We believe that an NGDC's commitment to compliance with rules and regulations is an important indicator of good service quality to customers. Thus, we have proposed that the BCS report the number of infractions and the infraction rate as measures of NGDC customer performance.

The Commission reserves the right to waive any or all requirements of these regulations upon petition by an affected party pursuant to 52 Pa. Code §5.43 (relating to petitions for issuance, amendment, waiver or repeal of regulations).

Accordingly, under Section 501 of the Public Utility Code, and the Commonwealth Documents Law (45 P.S.1201, et seq.) and regulations promulgated thereunder at 1 Pa. Code §§ 7.1-7.4, we propose to amend our regulations by adding 52 Pa. Code §§ 62.31-62.37 and, we shall institute a rulemaking proceeding to accomplish the objective described in the body of this order. **THEREFORE,**

IT IS ORDERED:

1. That a Rulemaking Docket shall be opened to consider the regulations set forth in Annex A.
2. That the Secretary shall submit a copy of this Order and Annex A to the Office of Attorney General for review as to form and legality.
3. That the Secretary shall submit a copy of this Order and Annex A to the Governor's Budget Office for review of fiscal impact.

4. That the Secretary shall submit this Proposed Rulemaking Order and Annex A for review by the designated standing committees of both Houses of the General Assembly, and for review and comments by the Independent Regulatory Review Commission.

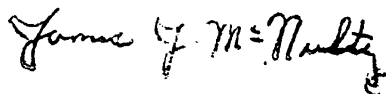
5. The Secretary shall duly certify this Order and Annex A and deposit them with the Legislative Reference Bureau for publication in the Pennsylvania Bulletin.

6. That a copy of this Proposed Rulemaking Order and any accompanying statements of the Commissioners be served upon all jurisdictional gas companies, the Office of Consumer Advocate, the Office of Small Business Advocate, and all parties to this proceeding.

7. That, within 30 days of this Order's publication in the Pennsylvania Bulletin, an original and 15 copies of any comments concerning this Order and Annex A should be submitted to the Pennsylvania Public Utility Commission, Attention: Secretary, PO Box 3265, Harrisburg, PA 17105-3265.

8. That the contact persons are Mary J. (Holly) Frymoyer, Bureau of Consumer Services (technical), (717) 783-1628 and Rhonda L. Daviston, Law Bureau (legal), (717) 787-6166.

BY THE COMMISSION,



James J. McNulty
Secretary

(SEAL)

ORDER ADOPTED: January 12, 2000

ORDER ENTERED: JAN 14 2000

ANNEX A
TITLE 52. PUBLIC UTILITIES
PART I. PENNSYLVANIA PUBLIC UTILITY COMMISSION
Subpart C. FIXED SERVICE UTILITIES
Chapter 62. NATURAL GAS SUPPLY CUSTOMER CHOICE

Subchapter B. REPORTING REQUIREMENTS FOR QUALITY OF
SERVICE BENCHMARKS AND STANDARDS

§ 62.31 Purpose

This subchapter establishes a means by which the Commission can develop uniform measurement and reporting to assure that the customer services of the natural gas distribution companies (NGDCs) are maintained, at a minimum, at the same level of quality under retail competition. This subchapter sets forth uniform measurements and reporting requirements for monitoring the level of the NGDCs' customer service performance. This subchapter also establishes the effective dates of the reporting requirements.

§ 62.32 Definitions

The following words and terms, when used in this subchapter, have the following meanings, unless the context clearly indicates otherwise:

BCS -- Bureau of Consumer Services of the Pennsylvania Public Utility Commission.

Busy-Out Rate -- The number of calls to an NGDC's call center or business office that received a busy signal divided by the number of calls that were received.

Call Center -- A centralized facility established by a utility for transactions concerning installation and repair of service, billing, and other inquiries between residential and small commercial customers and natural gas distribution company representatives, but not including special purpose call centers established to respond to service emergencies and operating for a temporary period of time.

Call Abandonment Rate -- The number of calls to an NGDC's call center or business office that were abandoned divided by the total number of calls received at the NGDC's telephone call center or business office.

Customer -- A retail gas customer as defined in 66 Pa. C.S. §2202 of the code relating to definitions.

Informal Consumer Complaint -- An appeal by a consumer to the BCS about a utility's proposed resolution of a dispute related to billing, service delivery, repairs and all other issues not related to requests for payment arrangements.

Informally Verified Infraction -- An apparent misapplication of Commission regulations as determined by the BCS through its examination of information obtained as part of its review of informal consumer complaints and payment arrangement requests. The informal verification process implemented by the BCS notifies a utility of the information which forms the basis of an alleged infraction, affords the utility the opportunity to affirm or deny the accuracy of the information, and concludes with a BCS determination regarding the alleged infraction. An informally verified infraction is not equivalent to a formal violation pursuant to 66 Pa. C.S. §3301 unless otherwise determined through applicable Commission procedures.

Infraction -- A misapplication of a Commission regulation, particularly the standards and billing practices for residential service.

Infraction Rate -- The number of informally verified infractions per 1,000 residential customers.

Justified Informal Consumer Complaint -- A complaint where the BCS has determined that an NGDC did not follow Commission procedures or regulations.

Justified Informal Consumer Complaint Rate -- The number of justified informal, residential consumer complaints per 1,000 residential customers.

Justified Payment Arrangement Request -- A payment arrangement request where an NGDC did not follow Commission negotiation procedures or regulations.

Justified Payment Arrangement Request Rate -- The number of justified payment arrangement requests from residential customers per 1,000 residential customers.

Natural Gas Distribution Company (NGDC) -- The public utility providing facilities and related services for the jurisdictional distribution of natural gas to retail customers.

Payment Arrangement Request -- A customer request for payment terms to the BCS.

Small Business Customer -- A person, sole proprietorship, partnership, corporation, association or other business whose annual gas consumption does not exceed 300 mcfs.

Transaction Survey -- A survey targeted toward individuals that have had a recent interaction with an NGDC. An interaction could include but is not limited to filing a complaint, inquiring or disputing a bill, seeking to have a repair completed, applying for service, requesting service installation, reporting a safety concern, reporting a reliability or other service problem or arranging an appointment for a premise visit

§62.33 Reporting Requirements

(a) Unless otherwise specified in this subchapter, each covered NGDC shall file its first report with the Commission on or before August 1, 2001. The August report shall contain data, reported by month, from the first six months of the calendar year, as well as a six-month cumulative average. Each NGDC shall file its second report on or before February 1, 2002. The February report shall contain data, reported by month, from the second six months of the year as well as a six-month cumulative average and a 12-month cumulative average for the preceding calendar year. Thereafter, the NGDCs shall file reports annually with the Secretary of the Commission on or before February 1. Each report shall contain data, reported by month, as well as a 12-month cumulative average for the preceding calendar year. Each report shall include the name and telephone number of the utility contact person responsible for the report.

(b) Each NGDC shall take measures necessary and keep sufficient records to report the following data to the Commission:

(1) Telephone Access

(i) The percent of calls answered at each NGDC's call center within 30 seconds with the NGDC representative ready to render assistance and to accept information necessary to process the call. An acknowledgment that the customer or applicant is waiting on the line does not constitute an answer.

(ii) The average busy-out rate for each call center. If the NGDC reports data for more than one call center, the NGDC should also provide the combined busy-out rate for the NGDC as a whole.

(iii) The call abandonment rate for each call center. If the NGDC reports data for more than one call center, the NGDC should also provide the combined call abandonment rate for the NGDC as a whole.

(2) Billing

(i) The number and percent of residential bills that the NGDC failed to render once every billing period to residential ratepayers in accordance with Chapter 56, Section 11 (relating to billing frequency).

(ii) The number and percent of bills that the NGDC failed to render once every billing period to small business customers.

(3) Meter Reading

(i) The number and percent of residential meters for which the company has failed to obtain an actual or ratepayer supplied reading within the past six months to verify the accuracy of estimated readings in accordance with §56.12(4)(ii) (relating to actual meter reading or ratepayer readings).

(ii) The number and percent of residential meters for which the company has failed to obtain an actual meter reading within the past 12 months to verify the accuracy of the readings, either estimated or ratepayer read in accordance with §56.12(4)(iii) (relating to actual meter reading).

(iii) The number and percent of residential remote meters for which it has failed to obtain an actual meter reading at least once every 5 years to verify the accuracy of the remote reading device in accordance with §56.12(5)(i) (relating to the actual reading of remote reading devices).

(4) Response to Disputes. The actual number of disputes as described in §56, Subchapter F (relating to disputes; termination disputes; informal and formal complaints) for which the company did not provide a response to the complaining party within 30 days of the initiation of the dispute pursuant to §56.151(5) (relating to utility dispute reports).

(c) Each NGDC report to the Commission shall contain an analysis and comparison of the quality of service data in each performance area during the most recent report period with its previous service quality in these areas.

§62.34 Customer Surveys

Each NGDC shall report to the Commission the results of telephone transaction surveys of customers who have had interactions with the NGDC.

(a) The purpose of the transaction surveys shall be to assess the customer perception regarding the most recent interaction with the NGDC. Survey questions shall measure access to the utility, employee courtesy, employee knowledge, promptness of NGDC response or visit, timeliness of the NGDC response or visit and satisfaction with the handling of the interaction.

(b) The transaction survey questions shall specifically address the circumstances that generated the most recent transaction. Interaction categories shall include but not be limited to the following: Credit/Collection, Billing, Reliability and Safety, Service Installation and Application, Service Disconnection, and other similar interactions.

(c) The NGDCs shall carry out the transaction survey process using instruments and procedures that provide the Commission with uniform data

that can be used to directly compare customer service performance among Pennsylvania NGDCs.

(d) A customer or consumer being surveyed shall be contacted within 30 days of the date that the interaction with the NGDC took place.

(e) The sampling plan shall be designed so that the results are statistically valid within plus or minus 5 percentage points.

(f) Commission Approval. The survey instrumentation, as well as procedures for case selection, sampling, conducting the survey, analyzing results and reporting to the Commission shall be subject to the review and approval of the Commission.

(g) Timetable. The first report on survey results shall be submitted to the Commission on or before October 1, 2002. The October report shall contain survey results, reported by month, from the first six months of the calendar year. The second report shall be submitted on or before April 1, 2003. The April report shall contain results, reported by month, from the second six months of the previous year as well as cumulative 12-month results. Thereafter, the NGDC shall

submit survey results annually, on or before April 1. Each annual report shall contain results reported by month as well as cumulative 12-month results.

§62.35 Natural gas distribution companies with fewer than 100,000 residential accounts.

Beginning September 1, 2002, each NGDC with less than 100,000 accounts shall report to the Commission the following information in lieu of §§62.33-62.34:

(1) The results of a mail survey of a sample of the NGDC customers who have had interactions with one or more representatives of the NGDC.

(2) The mail survey shall address the circumstances that generated the customer/company transaction

(3) Each NGDC shall use the same mail survey questionnaire which shall be approved by the Bureau of Consumer Services. The mail survey questions shall measure customer perceptions regarding access to the utility, employee courtesy, employee knowledge, promptness and timeliness of the utility representative response and satisfaction with the NGDC representative's handling of the interaction.

(4) The mail survey questionnaire shall be mailed to a customer within 30 days of the date that the transaction took place.

(5) The first report on survey results shall be submitted to the Commission on or before September 1, 2002. The September report shall contain survey results from the first six months of the calendar year.

(6) The second report shall be submitted on or before March 1, 2003 and shall contain survey results from the second six months of the calendar year.

(7) Thereafter, the NGDC shall submit survey results annually, on or before March 1.

§62.36 Informal Complaints to the Bureau of Consumer Services

(a) The BCS will review and analyze residential informal consumer complaints and payment arrangement requests filed with the Commission and will report the justified consumer complaint rate and the justified payment arrangement request rate for each NGDC with more than 100,00 residential accounts to the Commission on an annual basis.

(b) The BCS will report to the Commission the number of informally verified infractions of applicable statutes and regulations relating to the treatment of residential accounts by each NGDC with more than 100,000 residential accounts. The BCS will calculate and report to the Commission an “infraction rate” for each NGDC with more than 100,000 residential accounts.

§62.37 Public Information

The Commission will annually produce a summary report on the customer service performance of each covered NGDC using the statistics collected as a result of these reporting requirements. The reports will be public information. The Commission will provide the reports to any interested party and post the reports on the Commission's Internet website.



PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH OF PENNSYLVANIA
HARRISBURG, PENNSYLVANIA

THE CHAIRMAN

February 3, 2000

The Honorable John R. McGinley, Jr.
Chairman
Independent Regulatory Review Commission
14th Floor, Harristown II
333 Market Street
Harrisburg, PA 17101

Re: L-00000147/57-213
Proposed Rulemaking
Reporting Requirements for Quality of
Service Benchmarks and Standards
52 Pa. Code, Chapter 62

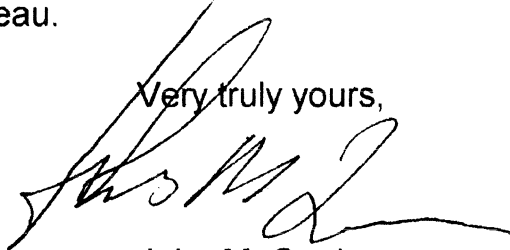
Dear Chairman McGinley:

Enclosed please find one (1) copy of the proposed rulemaking and the Regulatory Analysis Form prepared in compliance with Executive Order 1996-1, "Regulatory Review and Promulgation." Pursuant to Section 5(a) of the Regulatory Review Act of June 30, 1989 (P.L. 73, No. 19) (71 P.S. §§745.1-745.15) the Commission is submitting today a copy of the proposed rulemaking and Regulatory Analysis Form to the Chairman of the House Committee on Consumer Affairs and to the Chairman of the Senate Committee on Consumer Protection and Professional Licensure.

The purpose of this proposal is to establish uniform measures and standard data reporting requirements for natural gas distribution companies. The contact persons are M. J. (Holly) Frymoyer (717) 783-1628 and Rhonda Daviston, Law Bureau (717) 787-6166.

The proposal has been deposited for publication with the
Legislative Reference Bureau.

Very truly yours,

A handwritten signature in black ink, appearing to read 'John M. Quain', written over the closing 'Very truly yours,'.

John M. Quain
Chairman

Enclosures

cc: The Honorable Clarence D. Bell
The Honorable Lisa Boscola
The Honorable Chris R. Wogan
The Honorable Keith McCall
Legislative Affairs Director Perry
Chief Counsel Pankiw
Assistant Counsel Daviston
Regulatory Coordinator DelBiondo
Ms. Frymoyer
Mr. Zogby

TRANSMITTAL SHEET FOR REGULATIONS SUBJECT **RECEIVED**
TO THE REGULATORY REVIEW ACT

~~2000 FEB -3 AM 10:23~~

ID Number: L-00000147/57-213

INDEPENDENT REGULATORY
REVIEW COMMISSION

Subject: Reporting Requirements for Quality of Service
Benchmarks and Standards

Pennsylvania Public Utility Commission

TYPE OF REGULATION

- Proposed Regulation
- Final Regulation with Notice of Proposed Rulemaking Omitted.
- Final Regulation
- 120-day Emergency Certification of the Attorney General
- 120-day Emergency Certification of the Governor

FILING OF REPORT

Date	Signature	Designation
<u>2/3/00</u>	<u>[Signature]</u>	HOUSE COMMITTEE Consumer Affairs
<u>2/3/00</u>	<u>[Signature]</u>	SENATE COMMITTEE Consumer Protection and Professional Licensure
<u>2/3/00</u>	<u>[Signature]</u>	Independent Regulatory Review Commission
_____	_____	Attorney General
_____	_____	Legislative Reference Bureau