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IN REPLY REFER TO:

Ansley Watson, Jr.  
P.O. Box 1531  
Tampa, Florida 33601  
e-mail: [aw@macfar.com](mailto:aw@macfar.com)

June 25, 2015

**VIA E-FILING**

Carlotta S. Stauffer, Director  
Office of the Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

**Re: Petition for approval of tariff revisions to implement Customer Relationship Management ("CRM") Project, by Peoples Gas System**

Dear Ms. Stauffer:

Enclosed for filing with the Commission on behalf of Peoples Gas System, please find Peoples' petition referenced above. Enclosed also are copies of each of the following revised (or original) sheets to Peoples' Natural Gas Tariff, Original Volume No. 3, for which the Company's petition seeks the Commission's approval:

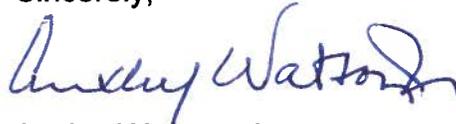
Fourth Revised Sheet No. 5.000  
Second Revised Sheet No. 5.301  
Second Revised Sheet No. 5.401-3  
Original Sheet No. 5.401-4  
Fourth Revised Sheet No. 7.301-1  
Sixth Revised Sheet No. 7.803-2

The coded (legislative style) versions of each of the above revised sheets required by Rule 25-9.005, *F.A.C.*, are attached to the Company's petition.

Carlotta S. Stauffer, Director  
June 25, 2015  
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Thank you for your usual assistance.

Sincerely,

A handwritten signature in blue ink that reads "Ansley Watson, Jr." with a stylized flourish at the end.

Ansley Watson, Jr.

AWjr/a  
Enclosures

cc: Kandi M. Floyd  
Roxanne Gilmore

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for Approval of Tariff ) DOCKET NO. \_\_\_\_\_  
Revisions to Implement Customer )  
Relationship Management Project by ) FILED: June 25, 2015  
Peoples Gas System )

**PEOPLES GAS SYSTEM'S PETITION FOR APPROVAL  
OF TARIFF REVISIONS TO IMPLEMENT  
CUSTOMER RELATIONSHIP MANAGEMENT PROJECT**

Peoples Gas System ("Peoples" or the "company"), pursuant to Sections 366.06, Florida Statutes, and Rules 28-106.301 and 25-9.031, Florida Administrative Code, petitions the Florida Public Service Commission (the "Commission") to approve various revisions to the company's Natural Gas Tariff, Original Volume No. 3 (the "Tariff") related to implementation of the company's forthcoming Customer Relationship Management ("CRM") Project, and as grounds therefor, says:

1. The name, address, telephone number and facsimile number of the petitioner are:

Peoples Gas System  
Post Office Box 2562  
Tampa, FL 33601-2562  
(813) 228-4111  
(813) 228-1770 (fax)

2. Peoples is a natural gas local distribution company providing sales and transportation delivery of natural gas throughout most of the state of Florida, and is a natural gas public utility subject to the Commission's statutory jurisdiction to establish rates and charges under Section 366.06.

3. All notices, pleadings and correspondence required to be served on the Petitioner should be directed to:

Ansley Watson, Jr., Esquire  
Andrew M. Brown, Esquire  
Ashley R. Kellgren, Esquire  
Macfarlane Ferguson & McMullen  
Post Office Box 1531  
Tampa, Florida 33601-1531

Paula K. Brown, Manager  
Regulatory Coordination  
Peoples Gas System  
Post Office Box 111  
Tampa, Florida 33601-0111  
(813) 228-1444  
(813) 228-1770 (fax)  
[regdept@tecoenergy.com](mailto:regdept@tecoenergy.com) (email)

Kandi M. Floyd  
Manager – State Regulatory  
Peoples Gas System  
Post Office Box 2562  
Tampa, Florida 33601-2562

4. By this petition, Peoples seeks Commission approval of modifications to the Budget Pay Plan provisions of its Tariff (First Revised Sheet No. 5.401-3), the addition of new Summary Billing Plan provisions (Original Sheet No. 5.401-4), and changes to its provisions regarding customer deposits (First Revised Sheets Nos. 5.301) in order to synchronize and align those provisions with those of Tampa Electric Company (“Tampa Electric”) upon implementation of the company's forthcoming CRM system. The company also proposes modifications to its Natural Gas Transportation Service Rider (“Rider NCTS,” Fifth Revised Sheet No. 7.803-2). A listing of revised tariff sheets containing descriptions of proposed changes is attached hereto as Exhibit “A”.

#### **Background**

5. Peoples and Tampa Electric have, over the last couple of years, reviewed options to replace the legacy mainframe customer billing and meter information systems serving both Peoples and Tampa Electric. The aim of the review was to modernize those systems and processes to provide enhanced service to customers, provide more efficient delivery of information to team members operating and relying upon the customer billing and meter information systems and to standardize practices and processes between the two companies in

order to gain the efficiencies and reliability attributes of that standardization. That effort led to the CRM Project, which will utilize SAP software. This is a massive undertaking given the breadth and scope of systems, processes and procedures that a utility customer and meter information system touches. The project is being conducted in phases which began with project preparation and organization before proceeding to the analysis and design phase and is currently in the technical specifications phase which will be followed by the actual construction and testing of the system and the final preparation for implementation. The project is currently scheduled to be implemented in July 2016, with continuing transitional support as needed thereafter. CRM is a \$55 million project that will update and modernize the hardware and software used by both companies for management of the customer experience and customer metering and billing for many years into the future.

#### **Requested Tariff Changes**

6. In preparation for CRM implementation, the Company looked for customer-centric options and best practices between Tampa Electric and Peoples, with an additional goal to establish common billing and metering practices as much as possible between the two companies. As a result, with respect to Peoples, the company is requesting modifications to the Budget Billing Plan provisions of Peoples' Tariff (First Revised Sheet No. 5.401-3) and provisions of the Rider NCTS (Fifth Revised Sheet No. 7.803-2) in order to have those tariff provisions synchronized and compatible with the company's forthcoming CRM project. The company also proposes to add a Summary Billing plan to the Tariff (Original Sheet No. 5.401-4), as well as modifications to the Tariff's provisions with respect to customer deposits (First Revised Sheets Nos. 5.301). Tampa Electric is making a separate filing to revise certain provisions of its retail electric tariff to accommodate this same goal.

### **Budget Billing Plan**

7. Peoples' Tariff currently includes a Budget Pay Plan option for residential customers for the purpose of helping them stabilize their monthly payments. The initial budgeted payment amount is based on 12 months historical bills, if available, and may be recalculated from time to time. If the recalculated amount varies by 25% or more from the budgeted amount, the company may begin to charge the recalculated amount.

8. The amount is recalculated on each anniversary of the customer's election to participate in the plan. Credit deferred balances will be refunded at that time and 1/12 of debit deferred balances will be added to the recalculated budgeted monthly payment amount.

9. In the interest of aligning tariff provisions and practices between Peoples and Tampa Electric, Peoples is proposing to change the name of its Budget Pay Plan to "Budget Billing Plan", to modify the plan by extending its availability to small commercial customers and seasonal residential customers, and making other adjustments to standardize the Budget Billing process between Peoples and Tampa Electric. Under the proposed plan, a monthly budgeted amount will be recalculated from time to time and, if the recalculated amount varies by 15% or more, the company may begin to charge the recalculated amount on the next successive bill. The company is also proposing changes to the qualifying criteria for the proposed Budget Billing Plan. Under the current plan, the customer must have no balance owing to participate. This provision allows only a short window of opportunity between payment of a current bill and receipt of a new bill during which a customer may request participation in the plan. Under the proposed plan, a customer must only have no arrears and no pending disconnections to qualify. Under the current plan, a customer's participation in the plan is terminated if the Customer is delinquent in paying the budgeted payment amount for two successive months. Under the

proposed plan, a customer's participation in the plan will be terminated if the customer has had more than one arrears per year resulting in field collection activities and, if disqualified, the customer may not re-join the plan for at least 12 months after being terminated.

10. Attached hereto as Exhibit "B" is Peoples' proposed Second Revised Sheet No. 5.401-3, in legislative format to show changes, setting forth the proposed Budget Billing provisions. The attached Exhibit "C" is Peoples' proposed Fourth Revised Sheet No. 7.301-1, in legislative format to show changes, reflecting the addition of eligibility for Budget Billing for the Small General Service (SGS) rate class.

**Proposed Summary Billing Plan**

11. Peoples also requests approval of an optional Summary Billing Plan similar to the plan currently offered by Tampa Electric. The proposed plan would offer summary billing to customers who have 10 or more accounts with no bills in arrears. Under the proposed Summary Billing Plan, customers receive a single statement for the billing and payment of the accounts included in the plan. The accounts may be separated into groups and each group will be billed once each month.

12. Under the proposed plan, Peoples will read each meter and calculate a billing amount for each account separately. The billing amount for each of the designated accounts will be totaled on a summary billing statement (with each of the individual account bills attached as backup), and a single total bill will be sent to the customer for payment/remittance.

13. Under the proposed Summary Billing Plan, a customer's failure to pay within 10 days from the mailing date of Summary Billing may result in the customer's removal from the program; however, no delinquency actions will be taken against the Customer unless the summary bill remains unpaid for more than 20 days.

14. Attached hereto as Exhibit "D" is Peoples' proposed Original Sheet No. 5.401-4, in legislative format to show changes, setting forth the company's proposed Summary Billing Plan. Attached hereto as Exhibit "E" is Peoples' proposed Fourth Revised Sheet No. 5.000, the Index to Rules and Regulations, in legislative format to show changes reflecting the addition of the optional Summary Billing Plan to the Tariff.

**Modifications to Natural Choice Transportation Service ("NCTS") Rider**

15. Peoples' Rider NCTS currently allows firm service customers who consume in excess of 2,000 therms per year to purchase their natural gas through a third-party supplier ("Pool Manager"). NCTS customers desiring to change to a different Pool Manager must make such request prior to the 21<sup>st</sup> day of the current month for service with the newly selected Pool Manager to commence on the first day of the following month; otherwise, the change is delayed until the first day of the next succeeding month. With the commencement date always being on the first day of the month, customers often receive pro-rated bills from the two different Pool Managers who provided natural gas during the same billing cycle, often leading to customer confusion and mistaken claims of double-billing.

16. Peoples proposes to modify Rider NCTS to minimize potential customer confusion over having two pro-rated Pool Manager bills for one billing cycle by changing the effective start date of a Pool Manager change to the customer's next billing period, rather than the first day of the following month. By doing so, the customer will receive only one Pool Manager's invoice per billing cycle.

17. Attached hereto as Exhibit "F" is Peoples' proposed Sixth Revised Sheet No. 7.803-2, in legislative format to show changes, setting forth the company's proposed changes to Rider NCTS.

### **Deposits**

18. Peoples also seeks approval to remove one of the optional methods for a customer's establishment of credit prior to commencement of gas service, and to replace it with an alternative method. Currently, Peoples' Tariff allows residential customers the option of providing a recent credit reference from another gas or electric utility reflecting a good credit rating for the prior 12 consecutive months in order to establish credit. Peoples proposes to replace this credit reference with an optional credit verification through an external/independent credit monitoring service to determine if the customer meets the company's credit-worthiness criteria allowing the security deposit to be waived. This credit verification will have no impact on the customer's credit score. Attached hereto as Exhibit "G" is Peoples' proposed Second Revised Sheet No.5.301, in legislative format to show changes.

### **Proposed Communications Plan**

19. Peoples plans to execute a comprehensive communications plan in order to fully inform its customers and other key stakeholders who may be affected by the implementation of the CRM system and the related tariff provisions herein. The company will use various owned mediums (bill inserts, newsletters, websites and more), as well as external media vehicles (newspaper/online advertisements, social media, press releases and more) to convey tailored communications to each audience. The company will inform customers about the project and its expected benefits and prepare customers for the changes expected on the scheduled CRM implementation date of July 2016. The general timing, cadence and messaging will depend on each customer segment and its respective needs.

**Proposed Tariff Effective Date**

20. Peoples plans a July 5, 2016 transition date from its current mainframe computer system to its new CRM system. The company requests that the tariff revisions proposed herein be made effective as of the actual transition date, such that affixing the effective date to the approved tariff sheets is reduced to a preapproved ministerial task.

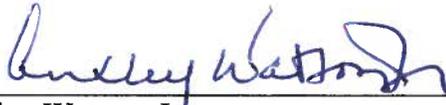
21. The tariff revisions proposed herein will enable Peoples to operate with greater efficiency utilizing its new CRM system and at the same time provide a greater level of service to its customers.

22. Peoples is not aware of any disputed issues of material fact relating to the matters addressed in this filing.

WHEREFORE, Peoples requests Commission approval of the tariff revisions proposed herein effective on the transition date from the company's current mainframe computer system to the new CRM system, expected to occur on or about July 5, 2016.

DATED this 25th day of June, 2015.

Respectfully submitted,



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Tampa, Florida 33601-1531

Attorneys for Peoples Gas System

Exhibit "A"

## MISCELLANEOUS TARIFF REVISIONS

Tariff Sheet Number	Proposed Changes/Comments
5.301	Removing language allowing the customer to use a credit reference from another gas or electric utility and instead offering a credit verification option for customers to determine if the security deposit may be waived.
5.401-3	<ul style="list-style-type: none"> <li>• Replacing the title of the “Budget Pay Plan” with “Budget Billing Plan”;</li> <li>• Adjusting the percent threshold that results in a change in the budgeted amount upon periodic review from 25% to 15% ;</li> <li>• Offering the plan to small commercial customers;</li> <li>• Revising qualifications for participation from “no balance owing” to “no arrears or pending disconnection”;</li> <li>• Revising the termination criteria from two successive months of delinquent payments to no more than one arrears per year resulting in field collection procedures and, once disqualified, the customer may not participate in the plan for at least 12 months.</li> </ul> <p>All other terms and conditions of the Budget Pay Plan remain the same.</p>
7.301-1	Adding tariff language indicating customers under this rate schedule are eligible for the Budget Billing Plan.
5.401-4	Adding an optional Summary Billing Plan for customers with more than 10 accounts.
5.000	Replacing program name “Budget Pay Plan” with proposed name “Budget Billing Plan” and adding new “Summary Billing Plan” to the table of contents.
7.803-2	Changing the effective date of requested pool manager changes to coincide with NCTS customers’ billing periods to prevent and eliminate the need to pro-rate customer bills creating less confusion for the customer.

Exhibit "B"

## BILLING (Continued)

### I. BUDGET ~~PAY-BILLING~~ PLAN (optional)

Residential Customers (RS) and Small Commercial Customers (SGS) –may elect to make budgeted monthly payments of amounts due the Company to help stabilize their monthly payments. To qualify for the Budget ~~PayBilling~~ Pplan, a customer must ~~be a year-round customer and~~ have no overdue balance or pending service disconnection for non-payment owing when beginning the plan. The Company shall have 30 days following a Customer's request to participate in the ~~Bbudgeted payment-Billing Pplan~~ to implement such participation.

If a Customer requests to make budgeted payments, the initial budgeted payment amount is based on an average of the previous twelve (12) months bills due the Company, including all applicable fees and taxes. If the Customer has not received Gas Service from the Company for the preceding twelve (12) months, the Company will use the best information available to calculate the initial monthly payment amount. After the Customer's budgeted monthly payment amount has been initially established, the Company may recalculate the payment from time to time. If the recalculated budgeted payment amount varies by 25-fifteen (15) percent or more from the budgeted payment amount then in effect, the Company may begin charging the recalculated amount on Customer's next successive bill.

Any current and total deferred balance will be shown on the Customer's bill. The Customer's budgeted payment amount will be recalculated on each anniversary of the Customer's initial participation in the plan. On such recalculation, any credit deferred balance will be refunded to the Customer, and one-twelfth (1/12) of any debit deferred balance will be added to the following year's recalculated budgeted monthly payment amount.

An electing Customer's participation in the ~~Bbudgeted payment-Billing Pplan~~ will be continuous unless the customer requests that participation in the plan be terminated, ~~or that Gas Service be is~~ terminated, or the Customer has had more than one arrears per year initiating field collection procedures is delinquent in paying the budgeted payment amount for two successive months. At that time, the Customer's participation in the plan will be terminated and the Customer shall settle his account with the Company in full. If a Customer requests to terminate participation in the plan, but remains a Customer of the Company, the Customer shall pay any deferred debit balance with his next regular monthly bill, and any deferred credit balance shall be used to reduce the amount due for the next regular monthly bill. An electing customer may request that participation be terminated at any time. Any Customer who is disqualified because of collection action may not rejoin for at least twelve (12) months.

Exhibit "C"

### SMALL GENERAL SERVICE (Continued)

5. Service under this schedule shall be subject to the Rules and Regulations set forth in this tariff.
6. Service under this schedule is subject to annual volume review by the Company or any time at the Customer's request. If reclassification to another schedule is appropriate such classification will be prospective.
7. The rates set forth under this schedule shall be subject to the operation of the Company's Tax and Fee Adjustment Clause set forth on Sheet No. 7.101-5.
8. The rates set forth under this schedule shall be subject to the operation of the Cast Iron Bare Steel Replacement Rider Surcharge set forth on Sheet Nos. 7.806 through 7.806-3.

Note: Company's Budget Billing Plan is available to eligible Customers receiving Gas Service pursuant to this rate schedule (See Sheet No. 5.401-3)

Exhibit "D"

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**BILLING (Continued)**

**J. SUMMARY BILLING PLAN (optional)**

A Customer with ten (10) or more Company accounts and no bill in arrears may request a single statement for the billing and payment of those accounts under this Summary Billing Plan. With Summary Billing, the Customer designates which accounts are to be included in the plan. Those accounts may be separated into groups each of which will be billed once a month on cycle billing days as designated by the Company.

The Company will read each meter and calculate a billing amount for each account separately. The billing amount for each of the designated accounts will be totaled on a Summary Billing statement, with each of the individual account bills attached as backup, and a single totaled bill will be included for remittance. Summary bills are due when rendered. If the summary bill is not paid in full within ten (10) days from the mailing date, the Customer may be removed from the Summary Billing Plan.

Exhibit "E"

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Exhibit "F"

### NATURAL CHOICE TRANSPORTATION SERVICE (Continued)

3. To initiate service pursuant to this Rider, a Customer shall select a Pool Manager from Company's approved Pool Manager list and Pool Manager shall enroll customer electronically via company's website for service under this Rider. The Pool Manager shall obtain a letter of authorization in the form set forth on Sheet 8.118 of this tariff and have signed by the Customer prior to such electronic enrollment. Pool Manager shall also pay to Company a registration fee of \$10.00 for each Customer account to which service is initiated hereunder. Service by Company to a Customer account for which service hereunder has been properly requested by electronic enrollment prior to the twenty-first day of the month pursuant to this Rider will commence on the first day of the Customer's billing period of the next calendar month following receipt by the Company of the aforesaid electronic enrollment. Service under Rider will be delayed until the first day of the Customer's second-billing period in the second calendar month following enrollment by the Pool Manager for any Customer enrolled after the twentieth day of the month.
4. A Customer account receiving service under this Rider may terminate service hereunder by its then serving Pool Manager and commence service hereunder (within the time and in the manner provided in Special Condition 3) by a different Pool Manager. The new Pool Manager shall pay to Company a registration fee of \$10.00 for each account.
5. If a Pool Manager requests the Company provide the twelve-month consumption history for a Customer account, the Company shall provide to the Pool Manager the history and apply an administrative fee charge equal to \$20 per customer account to Pool Manager's monthly invoice.
6. A Customer receiving service under this Rider may discontinue service hereunder by giving Company 30 days written notice. A Customer who elects to terminate transportation service under this Rider in order to return to sales service will be required to remain on sales service for a period not less than twelve monthssuccessive billing periods. A Customer who returns to sales service due to abandonment by its Pool Manager will not be required to remain on sales service but cannot return to the same Pool Manager, or any affiliated company, for at least twelve monthssuccessive billing periods.
7. For purposes of curtailment or interruption by Company, each individually billed account receiving service hereunder shall be treated by the Company in accordance with the curtailment provisions found in the applicable rate schedule or Curtailment Plan as filed with the Florida Public Service Commission.
8. Accounts receiving service pursuant to this Rider will be subject to the Swing Service Charge (set forth on Sheet No. 7.101-3).

Exhibit "G"

III

DEPOSITS

A. ESTABLISHMENT OF CREDIT

Each prospective Customer shall establish credit prior to the commencement of Gas Service by Company by one of the following methods:

1. Making a cash deposit with Company equal to two (2) times the estimated average monthly bill to be rendered by Company.
2. In the case of a residential Customer, ~~at the customer's option, the Company will perform a credit verification through an external credit monitoring service to determine if the Customer meets the Company's creditworthiness criteria allowing the security deposit to be waived. This type of credit verification will have no impact on the customer's credit score. furnishing a recent credit reference from another Gas or electric utility reflecting a good credit rating for the prior twelve (12) consecutive months.~~

A former residential Customer of the Company who (within six months of the time of discontinuing service, and who has, for the twelve (12) months immediately preceding his termination, established a satisfactory payment record as set forth in Section F below) requests service under the same rate schedule shall be deemed to have established credit.

3. In the case of a residential Customer, furnishing a guarantor, satisfactory to Company, to secure payment of bills for the Gas Service requested. A satisfactory guarantor shall, at the minimum, be a Customer of Company with a satisfactory payment record.
4. Furnishing an irrevocable letter of credit from a bank, or a surety bond, issued by a Company with an A.M. Best Rating Service rating of B/VI or higher for bonds up to \$50,000 in amount and a rating of A-/VII or higher for bonds over \$50,000 in amount.

The amount of such deposit, letter of credit or surety bond shall be equal to two (2) times the estimated average monthly bill for service hereunder.

5. a. By possessing and maintaining a Standard & Poor's (S & P) Long Term Debt Rating of A- or better; or by possessing and maintaining a Moody's rating of A3 or better. Comparable ratings may be considered from other nationally recognized rating organizations acceptable to the Company.
- b. (i) If the Customer's debt is not rated and the Customer's aggregate annual usage is 500,000 Therms or more, credit may be established by demonstrating adequate financial strength and stability. Upon request of a Customer whose annual usage is 500,000 Therms or more, the Company will evaluate the Customer's credit-worthiness by reviewing the Customer's audited financial statements for at least the two most recently completed fiscal years. These audited financial statements must be furnished by the Customer and must be accompanied by the opinion of independent certified public accountants or chartered accountants of recognized national or regional standing.

Peoples Gas System

Revised Tariff Sheets

Standard Format

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**INDEX OF RULES AND REGULATIONS**

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III

**DEPOSITS**

**A. ESTABLISHMENT OF CREDIT**

Each prospective Customer shall establish credit prior to the commencement of Gas Service by Company by one of the following methods:

1. Making a cash deposit with Company equal to two (2) times the estimated average monthly bill to be rendered by Company.
2. In the case of a residential Customer, at the customer's option, the Company will perform a credit verification through an external credit monitoring service to determine if the Customer meets the Company's creditworthiness criteria allowing the security deposit to be waived. This type of credit verification will have no impact on the customer's credit score.

A former residential Customer of the Company who (within six months of the time of discontinuing service, and who has, for the twelve (12) months immediately preceding his termination, established a satisfactory payment record as set forth in Section F below) requests service under the same rate schedule shall be deemed to have established credit.

3. In the case of a residential Customer, furnishing a guarantor, satisfactory to Company, to secure payment of bills for the Gas Service requested. A satisfactory guarantor shall, at the minimum, be a Customer of Company with a satisfactory payment record.
4. Furnishing an irrevocable letter of credit from a bank, or a surety bond, issued by a Company with an A.M. Best Rating Service rating of B/VI or higher for bonds up to \$50,000 in amount and a rating of A-/VII or higher for bonds over \$50,000 in amount.

The amount of such deposit, letter of credit or surety bond shall be equal to two (2) times the estimated average monthly bill for service hereunder.

5. a. By possessing and maintaining a Standard & Poor's (S & P) Long Term Debt Rating of A- or better; or by possessing and maintaining a Moody's rating of A3 or better. Comparable ratings may be considered from other nationally recognized rating organizations acceptable to the Company.
- b. (i) If the Customer's debt is not rated and the Customer's aggregate annual usage is 500,000 Therms or more, credit may be established by demonstrating adequate financial strength and stability. Upon request of a Customer whose annual usage is 500,000 Therms or more, the Company will evaluate the Customer's credit-worthiness by reviewing the Customer's audited financial statements for at least the two most recently completed fiscal years. These audited financial statements must be furnished by the Customer and must be accompanied by the opinion of independent certified public accountants or chartered accountants of recognized national or regional standing.

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## BILLING (Continued)

### I. BUDGET BILLING PLAN (optional)

Residential Customers (RS) and Small Commercial Customers (SGS) may elect to make budgeted monthly payments of amounts due the Company to help stabilize their monthly payments. To qualify for the Budget Billing Plan, a customer must have no overdue balance or pending service disconnection for non-payment when beginning the plan. The Company shall have 30 days following a Customer's request to participate in the Budget Billing Plan to implement such participation.

If a Customer requests to make budgeted payments, the initial budgeted payment amount is based on an average of the previous twelve (12) months bills due the Company, including all applicable fees and taxes. If the Customer has not received Gas Service from the Company for the preceding twelve (12) months, the Company will use the best information available to calculate the initial monthly payment amount. After the Customer's budgeted monthly payment amount has been initially established, the Company may recalculate the payment from time to time. If the recalculated budgeted payment amount varies by fifteen (15) percent or more from the budgeted payment amount then in effect, the Company may begin charging the recalculated amount on Customer's next successive bill.

Any current and total deferred balance will be shown on the Customer's bill. The Customer's budgeted payment amount will be recalculated on each anniversary of the Customer's initial participation in the plan. On such recalculation, any credit deferred balance will be refunded to the Customer, and one-twelfth (1/12) of any debit deferred balance will be added to the following year's recalculated budgeted monthly payment amount.

An electing Customer's participation in the Budget Billing Plan will be continuous unless the customer requests that participation in the plan be terminated, Gas Service is terminated, or the Customer has had more than one arrears per year initiating field collection procedures. At that time, the Customer's participation in the plan will be terminated and the Customer shall settle his account with the Company in full. If a Customer requests to terminate participation in the plan, but remains a Customer of the Company, the Customer shall pay any deferred debit balance with his next regular monthly bill, and any deferred credit balance shall be used to reduce the amount due for the next regular monthly bill. An electing customer may request that participation be terminated at any time. Any Customer who is disqualified because of collection action may not rejoin for at least twelve (12) months.

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**BILLING (Continued)**

**J. SUMMARY BILLING PLAN (optional)**

A Customer with ten (10) or more Company accounts and no bill in arrears may request a single statement for the billing and payment of those accounts under this Summary Billing Plan. With Summary Billing, the Customer designates which accounts are to be included in the plan. Those accounts may be separated into groups each of which will be billed once a month on cycle billing days as designated by the Company.

The Company will read each meter and calculate a billing amount for each account separately. The billing amount for each of the designated accounts will be totaled on a Summary Billing statement, with each of the individual account bills attached as backup, and a single totaled bill will be included for remittance. Summary bills are due when rendered. If the summary bill is not paid in full within ten (10) days from the mailing date, the Customer may be removed from the Summary Billing Plan.

### SMALL GENERAL SERVICE (Continued)

5. Service under this schedule shall be subject to the Rules and Regulations set forth in this tariff.
6. Service under this schedule is subject to annual volume review by the Company or any time at the Customer's request. If reclassification to another schedule is appropriate such classification will be prospective.
7. The rates set forth under this schedule shall be subject to the operation of the Company's Tax and Fee Adjustment Clause set forth on Sheet No. 7.101-5.
8. The rates set forth under this schedule shall be subject to the operation of the Cast Iron Bare Steel Replacement Rider Surcharge set forth on Sheet Nos. 7.806 through 7.806-3.

Note: Company's Budget Billing Plan is available to eligible Customers receiving Gas Service pursuant to this rate schedule (See Sheet No. 5.401-3)

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**NATURAL CHOICE TRANSPORTATION SERVICE (Continued)**

3. To initiate service pursuant to this Rider, a Customer shall select a Pool Manager from Company's approved Pool Manager list and Pool Manager shall enroll customer electronically via company's website for service under this Rider. The Pool Manager shall obtain a letter of authorization in the form set forth on Sheet 8.118 of this tariff and have signed by the Customer prior to such electronic enrollment. Pool Manager shall also pay to Company a registration fee of \$10.00 for each Customer account to which service is initiated hereunder. Service by Company to a Customer account for which service hereunder has been properly requested by electronic enrollment prior to the twenty-first day of the month pursuant to this Rider will commence on the first day of the Customer's billing period of the next calendar month following receipt by the Company of the aforesaid electronic enrollment. Service under Rider will be delayed until the first day of the Customer's billing period in the second calendar month following enrollment by the Pool Manager for any Customer enrolled after the twentieth day of the month.
4. A Customer account receiving service under this Rider may terminate service hereunder by its then serving Pool Manager and commence service hereunder (within the time and in the manner provided in Special Condition 3) by a different Pool Manager. The new Pool Manager shall pay to Company a registration fee of \$10.00 for each account.
5. If a Pool Manager requests the Company provide the twelve-month consumption history for a Customer account, the Company shall provide to the Pool Manager the history and apply an administrative fee charge equal to \$20 per customer account to Pool Manager's monthly invoice.
6. A Customer receiving service under this Rider may discontinue service hereunder by giving Company 30 days written notice. A Customer who elects to terminate transportation service under this Rider in order to return to sales service will be required to remain on sales service for a period not less than twelve successive billing periods. A Customer who returns to sales service due to abandonment by its Pool Manager will not be required to remain on sales service but cannot return to the same Pool Manager, or any affiliated company, for at least twelve successive billing periods.
7. For purposes of curtailment or interruption by Company, each individually billed account receiving service hereunder shall be treated by the Company in accordance with the curtailment provisions found in the applicable rate schedule or Curtailment Plan as filed with the Florida Public Service Commission.
8. Accounts receiving service pursuant to this Rider will be subject to the Swing Service Charge (set forth on Sheet No. 7.101-3).