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STATE OF FLORIDA



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# Public Service Commission

July 14, 2015

Mr. James D. Beasley  
Ausley & McMullen  
Post Office Box 391  
Tallahassee, Florida 32302  
Email: [jbeasley@ausley.com](mailto:jbeasley@ausley.com)

**STAFF'S FIRST DATA REQUEST**  
via email

**Re: Docket No. 150159-EI - Petition for approval of tariff revisions to implement customer relationship management (CRM) project, by Tampa Electric Company**

Dear Mr. Beasley:

By this letter, Commission staff requests the following information from Tampa Electric Company.

*Requests 1 – 6 refer to the proposed Budget Billing Plan*

1. Tampa Electric's proposed language states that in order to qualify for a Budget Billing Plan, a customer must have no "pending service disconnection when beginning the plan." People's proposed language (Exhibit B) states a customer must have no "pending service disconnection for non-payment when beginning the plan." Please explain why Tampa Electric's proposed language does not specify non-payment.
2. Please provide examples of the "best information available" which Tampa Electric might use to calculate the initial monthly payment amount.
3. Please describe the circumstances that would result in Tampa Electric recalculating the monthly amount, other than the anniversary of the customer's selection of Budget Billing.
4. Please explain why 15% was chosen as the percentage requiring a recalculated amount, rather than, for example, 10% or 25%.
5. The tariff language states that Tampa Electric "may begin charging the recalculated amount. . . ." Please provide examples of when Tampa Electric would charge the recalculated amount and when it would not.
6. Please provide a discussion and analysis done, if any, comparing bills on the current Levelized Payment Plan and bills under the proposed Budget Billing Plan.

*Requests 7 - 8 refer to the proposed Summary Billing Plan*

7. Please describe how Tampa Electric plans to separate bills into groups, e.g., is it at the customer's request only or does Tampa Electric have specific criteria it intends to use.
8. If a customer does not pay the summary bill in full within 10 days from the mailing date, please describe the criteria Tampa Electric plans to use in its decision whether to remove a customer from the Summary Billing Plan.

*Requests 9 - 10 refer to Deposits*

9. Does a "satisfactory payment record" for a new residential customer include that customer's satisfactory payment record for prior or other electric service with another utility?
10. Please explain why Tampa Electric is adding a proposed option for credit verification through an external/independent credit monitoring service.

*Request 11 refers to the Proposed Communications Plan.*

11. Will Tampa Electric provide current Levelized Payment Plan customers with dollar estimates of how their bills would change under the proposed Budget Billing Plan?

Please file all responses electronically no later than Wednesday, July 29, 2015 from the Commission's website at [www.floridapsc.com](http://www.floridapsc.com), by selecting the Clerk's Office tab and Electronic Filing Web Form. Please feel free to call me at (850) 413-6540 if you have any questions.

Thank you,

*/s/ Sue Ollila*

Sue Ollila  
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SMO  
cc: Office of Commission Clerk