BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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| In re: Petition for approval of tariff revisions to implement customer relationship management (CRM) project, by Tampa Electric Company. | DOCKET NO. 150159-EI  ORDER NO. PSC-15-0416-TRF-EI  ISSUED: October 1, 2015 |

The following Commissioners participated in the disposition of this matter:

ART GRAHAM, Chairman

LISA POLAK EDGAR

RONALD A. BRISÉ

JULIE I. BROWN

JIMMY PATRONIS

ORDER APPROVING TARIFF REVISIONS

BY THE COMMISSION:

Background

On June 25, 2015, Tampa Electric Company (Tampa Electric or the Company) filed a petition for approval of tariff revisions related to the implementation of Tampa Electric’s and Peoples Gas System’s (Peoples) Customer Relationship Management (CRM) project. Tampa Electric and Peoples are both owned by TECO Energy. Tampa Electric sought approval of modifications to its levelized payment plan, deposit, and summary billing tariff provisions so as to align these provisions with those proposed by Peoples in Docket No. 150160-GU.

Currently, Tampa Electric and Peoples are served by legacy mainframe customer billing and meter information systems. The CRM project will update and modernize these systems with new hardware and software. Tampa Electric requested approval of its proposed tariff revisions to be effective on the transition date to the CRM system, expected to occur on or about July 5, 2016.

Tampa Electric and Peoples met with Commission staff and the Office of Public Counsel in noticed meetings on March 31 and June 1, 2015, to provide an overview of the CRM project. Commission staff issued one data request. On August 19, 2015, Tampa Electric filed a corrected tariff page to correct an inadvertent omission. The proposed tariff pages, as approved herein, are contained in Attachment 1. The tariff pages are in legislative format in order to display our approved changes in type-and-strike.

We have jurisdiction over this matter pursuant to Sections 366.03, 366.04, 366.05, and 366.06, Florida Statutes.

Decision

Tampa Electric proposed changes to its levelized payment plan, deposits, and summary billing. Each of the proposed changes, as approved herein, are discussed below.

Levelized Payment Plan

The Levelized Billing Plan is an option available to residential and small commercial customers. It is designed to levelize or smooth out the peaks and valleys in monthly payments for metered electric service. The levelized monthly payment is calculated based on average monthly consumption, including the current month, for the most recent 12 full months. The levelized amounts, which are adjusted every month, are less volatile than standard billing amounts; however, they are rarely the same for two or more consecutive months. According to Tampa Electric, most customers expect the same payment every month from a budget billing-type plan. The Company further states that continual monthly adjustments to the payment make the plan more difficult for consumers to understand and for Tampa Electric’s customer service representatives to explain.

The Company proposes replacing the Levelized Payment Plan with the Budget Billing Plan, consistent with Peoples’ proposed plan in Docket No. 150160-GU. Under the proposed plan, as approved herein, a monthly budgeted amount will be calculated by taking the average of the previous 12 months of electric billing amounts, including applicable taxes and fees. On the anniversary date of the customer’s election to participate in the proposed plan, the monthly payment amount will be replaced with a recalculated amount based on the most current 12-month period. Any deferred balance will be trued-up by crediting next month’s bill with a deferred credit or by applying 1/12 of a deferred debit to the newly calculated monthly payment amount. The Company may also recalculate the amount on a date other than the anniversary at the customer’s request or at its quarterly review. If the recalculated amount differs by 15 percent or more from the budget bill, the budgeted amount may change to the recalculated amount.

The proposed Budget Billing Plan has less restrictive qualifying criteria than the current plan. Under the Levelized Billing Plan a customer must not have a balance due in order to participate, which means that the customer can only sign up for the plan between the time the current bill is paid and the next bill is received. Tampa Electric proposes that the qualification be changed so that customers without an overdue amount and no pending service disconnection for non-payment will be eligible.

Deposits

Tampa Electric proposes to add an option for residential customers that will verify credit through an external/independent credit monitoring service to determine if the security deposit may be waived. According to Tampa Electric, the credit verification will have no impact on a customer’s credit score. The Company has made this voluntary option available to customers in the past; however, the option was not described in the tariff.

Summary Billing Plan

Tampa Electric currently offers a summary billing plan to customers with ten or more accounts and no bills in arrears. Under the plan, customers receive a single date for the billing and payment of the accounts included in the plan. The current plan requires that the accounts included in summary bills be separated into groups and that the groups be billed once a month. According to the Company, most plan customers prefer to receive one bill per month; therefore, Tampa Electric proposes that the separation of accounts into groups be an option, rather than a requirement. The current plan also states that a customer’s failure to pay within ten days from the mailing date of the summary bill *will* result in the customer’s removal from the plan; the proposed plan replaces “will” with “may.” Tampa Electric avers that this program is mutually beneficial to the customer and Company; therefore, Tampa Electric will work with customers to keep them on the program.

Communications Plan

Tampa Electric plans to carry out what it describes as a comprehensive communications plan so that customers and others affected by the proposed changes will be fully informed. The Company’s plan includes the use of various owned media (e.g., bill inserts, newsletters, websites, etc.) and external media (e.g., newspaper/online advertisements, social media, press releases, etc.) to communicate the CRM project changes and benefits to its customers. The communications will be tailored to each customer segment.

Effective Date

We find that Tampa Electric’s proposed tariff revisions are reasonable and are hereby approved. Tampa Electric expects the transition date of the CRM system to occur on or about July 5, 2016. The Company shall notify this Commission in writing of the actual transition date no later than 30 days prior to that date. The proposed tariff revisions, as approved herein, shall be made effective as of the actual transition date.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Tampa Electric Company’s petition for approval of tariff revisions to implement the customer relationship management (CRM) project is hereby approved. It is further

ORDERED that Tampa Electric Company shall notify this Commission in writing of the actual transition date no later than 30 days prior to that date. It is further

ORDERED that the approved tariff revisions shall be made effective on the actual transition date. It is further

ORDERED that if a protest is filed within 21 days of issuance of the Order, any revenues collected once the tariff becomes effective shall be held subject to refund pending resolution of the protest. It is further

ORDERED that if no timely protest is filed, this docket shall be closed upon the issuance of a Consummating Order.

By ORDER of the Florida Public Service Commission this 1st day of October, 2015.

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|  | /s/ Carlotta S. Stauffer |
|  | CARLOTTA S. STAUFFER  Commission Clerk |

Florida Public Service Commission

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Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

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NOTICE OF FURTHER PROCEEDINGS

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The Commission's decision on this tariff is interim in nature and will become final, unless a person whose substantial interests are affected by the proposed action files a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on October 22, 2015.

In the absence of such a petition, this Order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this docket before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.











