

BEFORE THE
STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

In the Matter of
Liberty Utilities (St. Lawrence Gas) Corp
Cases 24-G-0668
April 1, 2024

Prepared Exhibits of:

Staff Consumer Services Panel

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Case 24-G-0688

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Relied Upon Responses to
Interrogatories (IR)
Index of Exhibit_(SCSP-1)
will be filed in its
entirety April 8, 2025

IR Number	Description	PDF Page
DPS-60	Customer Service Issues	x
DPS-258	Low-Income Program	X
DPS-262	Tariff Changes	x
DPS-317	AMP	x
DPS-328-	Extreme Weather Protection	x
DPS-331	Outreach and Education	x
DPS-332	Outreach and Education	x
DPS-333	Outreach and Education	x
DPS-334	Outreach and Education	x
DPS-369	Customer Service Performance Indicator	x
DPS-455	Low-income Discount	x
DPS-463	AMP	x
DPS-472	Customer Service	x
DPS-506	Outreach and Education	x
DPS-507	Customer Service Issues	x
DPS-535	Budget Billing/Levelized Billing	x
DPS-555	Service Terminations Cold Weather Protections	x
DPS-561	Winter Service Terminations	x
DPS-572	Gas Expansion Advertising	x

Indicator	Current CSPI		Staff Recommended CSPI	
	Target	NRA - Basis Points	Target	NRA - Basis Points
PSC Complaint Rate	< 1.5	0	< 1.0	0
	≥ 1.5	5	≥ 1	5
	≥ 2.0	10	≥ 1.3	10
	≥ 2.5	15	≥ 1.5	15
Customer Satisfaction Survey	> 86.0	0	> 86.0	0
	≤ 86.0	5	≤ 86.0	5
	≤ 85.0	10	≤ 85.0	10
	≤ 84.0	15	≤ 84.0	15

MONTHLY COLLECTIONS REPORT

MONTHLY COLLECTIONS REPORT

RESIDENTIAL SERVICE MONTH OF: _____

NON-RESIDENTIAL SERVICE MONTH OF: _____

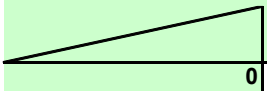
ITEM DESCRIPTION	TOTALS	
	Customer	Dollars
*1. Arrears Greater Than Sixty Days		
2. Final Termination Notices This Month		
3a. Unresolved Arrears (FTN Expired)		
3b. Accounts Eligible For Field Action		
4a. Terminations For Non-Payment - All		
4b. Terminations For Non-Pmt - Heat Related		
4c. Terminations For Non-Pmt - Service Limiter		
4d. Term. Other Than Non-Pmt. or Cust. Request		
5. Reconnections for Non-Pmt.		
*5a. Reconnects Due To HEAP or DSS		
5b. Reconnects Due To Deferred Payment Agrmt.		
6a. Active DPA's At The Beginning Of This Month		
6b. Deferred Payment Agreements Made		
6c. Deferred Payment Agreements Reinstated		A
6d. Deferred Payment Agreements Defaulted		
6e. Deferred Payment Agreements Satisfied		
6f. Active DPA's At The End Of This Month		
6g. Percent Of DPA's In Arrears > 60 Days		
7a. Uncollectable This Month		
7b. Percent Of UCB's with Less Than 1 Year Service		A
7c. Resid. UCB Accounts with One or More DPA		
8. Residential Sales		
9a. Residential Bankruptcies		
9b. Percent Of Bankruptcies Compared To All UCB's		
10a. Final Bills Issued This Month		# A
10b. Final Bills With Arrears This Month		# A
10c. Final Bills With One or More DPA (last 12 months)		# A
11. Deposits Received This Month		

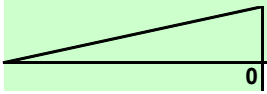
ITEM DESCRIPTION	TOTALS	
	Customer	Dollars
*1. Arrears Greater Than Sixty Days		
2. Final Termination Notices This Month		
3a. Unresolved Arrears (FTN Expired)		
3b. Accounts Eligible For Field Action		
4a. Terminations For Non-Payment - All		
4b. Term. Other Than Non-Pmt. or Cust. Request		
5a. Reconnects Of Non-Payment Customers		
5b. Reconnects Due To Deferred Payment Agrmt.		
6a. Active DPA's At The Beginning Of This Month		
6b. Deferred Payment Agreements Made		
6c. Deferred Payment Agreements Reinstated		
6d. Deferred Payment Agreements Defaulted		A
6e. Deferred Payment Agreements Satisfied		
6f. Active DPA's At The End Of This Month		#
6g. Percent Of DPA's In Arrears > 60 Days		
7a. Uncollectable This Month		
7b. Percent Of UCB's with Less Than 1 Year Service		A
7c. Non-Resid. UCB Accounts with One or More DPA		
8. Non-Residential Sales		
9a. Non-Residential Deposits Received This Month		
9b. New Non-Residential Accounts		A
9c. Percent Of New Non-Resid. Accts. W/Deposits		A
9d. Percent Of Non-Resid. Accts. W/Deposits		A
10a. Non-Residential Bankruptcies This Month		
10b. Percent Of Non-Resid. Bankruptcies Compared To All Non-Residential UCB Accounts	#DIV/0!	\$4,828

Notes:

**Summary of Key Credit & Collections Measures
as reported by major energy utilities to the Office of Consumer Services**

January-00

Residential Customer Collection Data							
	Residential Customers	Arrears > 60 Days	FTN's Issued	Accounts Terminated	% of accts terminated	Active DPA's	Uncollectibles
	0	0	0	0	#DIV/0!	0	0

Residential Sales Collection Data							
	Residential Sales	Arrears > 60 Days	FTN's Issued	Accounts Terminated	Average Res. Sales	Active DPA's	Uncollectibles
	\$0	\$0	\$0	\$0	#DIV/0!	\$0	\$0

Proposed Low-Income Discount

Tier	Recommend Discount	Participants	Annual Cost
1	\$5.00	121	\$7,260.00
2	\$14.73	585	\$103,404.60
3	\$39.50	973	\$461,202.00
4	\$21.99	8	\$2,111.04
	Total	1,687	\$573,976.80

