In the Matter of

Liberty Utilities (St. Lawrence Gas) Corp

Cases 24-G-0668

April 1, 2024

Prepared Exhibits of:

Staff Consumer Services Panel

Anthony Mannarino Utility Consumer Assistance Specialist 2

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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

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

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

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Exhibit (SCSP-3)

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MONTHLY COLLECTIONS REPORT

MONTHLY COLLECTIONS REPORT

		тот	ALS
	ITEM DESCRIPTION	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		
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		
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		
10b.	Final Bills With Arrears This Month		
10c.	Final Bills With One or More DPA (last 12 months)		
11.	Deposits Received This Month		

NON-RESIDENTIAL SERVICE	MONTH OF:

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

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

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

Proposed Low-Income Discount

Recommend	ł		
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
	Discount 1 2 3 4	1 \$5.00 2 \$14.73 3 \$39.50 4 \$21.99	Discount Participants 1 \$5.00 121 2 \$14.73 585 3 \$39.50 973 4 \$21.99 8

Exhibit___(SCSP-5)

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	Capitol / O&M	Annual Estimated Costs for year April 1, 2024- April 1, 2025		Costs for prior year January 1, 2023 to December 31, 2023		for prior year January 1, 2023 to December 31, 2023		Amount of surplus or shortage. How is it handled.	Length of run time of program / project. Month to Month	Number of staff and hours for program/project	Methods (e-mail blast, billing insert, social media, public event, etc.	Number of customers reached
Program Category Name		Electric	Gas	Electric	Gas	Electric	Gas					
Billing Services and Payment Alternatives		\$	\$	\$	\$	\$	\$	\$				
Customer Rights and Responsibilities		\$	\$	\$	\$	\$	\$					
Energy Efficiency Programs		\$	\$	\$	\$	\$	\$					
Energy Service Affordability		\$	\$	\$	\$	\$	\$					
Infrastructure and Security		\$	\$	\$	\$	\$	\$					
Metering		\$	\$	\$	\$	\$	\$					
Natural Gas/Electric Safety		\$	\$	\$	\$	\$	\$					
Natural Gas Expansion Planning		\$	\$	\$	\$	\$	\$					
Price Volatility		э ¢	\$	۵ ۴	\$	\$ ¢	\$					───
Service Interruptions		\$	\$ ¢	ф	\$ ¢	\$ ¢	\$ ¢					
Special Needs Customers Summer Demand Response/Load Reduction		Ф Ф	¢	ቅ ፍ	Ф Ф	Ф С	Φ ¢					
Winter Heating Season		р	<u>э</u>	A (9 6	Ф 6	¢					
Electric Vehicle		¢ ¢	ф e	ф ¢	э \$	ф Ф	ф ¢					<u> </u>
Gas Service Line Inspections		9	\$ \$	¢	9 S	\$ \$	\$ \$					+
Clean Energy Corporate Marketing Advertising		¢	ş S	φ \$	φ \$	\$	\$					1
Disadvantage Community Projects		\$	\$	\$	\$	\$	\$					
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