

The Ameren Illinois Utilities'
Response to ICC Staff Data Requests
ICC Docket Nos. 08-0619, 08-0620, 08-0621 (cons.)
Proposal to Implement Combined UCB/POR Service
Response Date: 3/20/2009

CP 1.01

On page 6, lines 155-160 of his revised rebuttal testimony, Mr. Pontifex states that the AIU will be prepared to enter a "suspend charge on the customer's account" when CSD and/or the AIU determine more time will be required to determine the final determination of a dispute and/or are concerned about late payment fees or potential service interruption to the customer. Mr. Pontifex also references the "suspend charge" mechanism on page 9, line 229, relating to the dispute process for delivery charges on the customer's RES SBO billed account. A third reference to "suspend charge" appears on page 12, line 308 in reference to the dispute process for supply charges under UCB/POR.

Please explain what "suspend charge" means in each of these three references. Please include in your explanation responses to the following: (1) Does a "suspend charge" stop collection activity including late payment fees and interruption of a customer's service? (2) During the "suspend charge" status will the disputed charges continue to appear on the customer's bill? (3) How long will an account remain in a "suspend charge" status if there is no resolution to a dispute such as within the 14 business days as stated in 83 Illinois Administrative Code 280.170(d)?

RESPONSE

Prepared By: Roger L. Pontifex
Title: Energy Delivery Business Advisor
Phone Number: (217) 424-6477

In reference to page 6, lines 155-160 of my revised rebuttal testimony, entry of a suspend charge (AIU billed delivery and default supply) would be for the amount of dollars being disputed either for; delivery, supply, or both. The suspend charge entry removes the entered dollar amount from being subject to any collection action or late payment charges until the next bill date or a specific date entered. A specific date would be entered if the next bill date would not provide 14 days, if needed, for the AIU to investigate and communicate with the customer. The suspended charges will continue to appear on the customer's bill until resolved. The AIU would enter a suspend charge as part of the 2 or 3 party notification telephone call between the ICC CSD, AIU, and customer the delivery and/or supply charge dispute could not be resolved during the call. The customer would be expected to comply with Section 280.160, Disputed Charges. If the customer is dissatisfied with the resolution they may submit an informal or formal complaint to the ICC CSD during which time the AIU would either extend or enter a new suspend charge for the amount in dispute pursuant to Section 280.170, Commission Complain Procedures and Section 280.160, Disputed Charges.

OFFICIAL FILE

ILL. C. C. DOCKET NO. 08-0619 (Cons)

ICC Staff Cross Exhibit No. 1 - Pontifex

Witness Roger Pontifex

Date 4-6-09 Reporter CB

Referencing page 9, line 229 of my revised rebuttal testimony, entry of a suspend charge (SBO billed) would be for the amount of dollars being disputed for delivery. The suspend charge entry removes the entered dollar amount from being subject to any collection action or late payment charges until the next bill date or a specific date entered. A specific date would be entered if the next bill date would not provide 14 days, if needed, for the AIU (delivery dispute) and/or RES (supply dispute) to investigate and communicate with the per the current language of the ORMD Straw Man. Since the AIU provides their delivery charges for bill presentment by the SBO provider, the AIU is not aware if the disputed charges continue to appear on the customers' SBO bill. The AIU would not remove or adjust the disputed charge from the delivery charges submitted to the SBO provider until the resolution is reached. The AIU would enter a suspend charge if as part of the 3 or 4 party telephone call notification between the ICC CSD, RES, AIU, and customer the delivery and/or supply dispute could not be resolved during the call. The customer would be expected to comply with Section 280.160, Disputed Charges. If the customer is dissatisfied with the resolution they may submit an informal or formal complaint to the ICC CSD during which time the AIU would either extend or enter a new suspend charge for the amount in dispute pursuant to Section 280.170, Commission Complain Procedures, Section 280.160, Disputed Charges and the ORMD Straw Man Dispute Resolution section.

On page 12, line 308, of my revised rebuttal testimony, entry of a suspend charge (UCB/POR) would be for the amount of dollars being disputed either for; delivery, supply, or both. The suspend charge entry removes the entered dollar amount from being subject to any collection action or late payment charges until the next bill date or a specific date entered. A specific date would be entered if the next bill date would not provide 14 days, if needed, for the AIU (delivery dispute) and/or RES (supply dispute) to investigate and communicate with the customer.. The suspended charges will continue to appear on the customer's bill until resolved. The AIU would enter a suspend charge if as part of the 3 or 4 party telephone call notification between the ICC CSD, RES, AIU, and customer the delivery and/or supply charge dispute could not be resolved during the call. The customer would be expected to comply with Section 280.160, Disputed Charges. If the customer is dissatisfied with the resolution they may submit an informal or formal complaint to the ICC CSD during which time the AIU would either extend or enter a new suspend charge for the amount in dispute pursuant to Section 280.170, Commission Complain Procedures, Section 280.160, Disputed Charges and the ORMD Straw Man Dispute Resolution section.