

165 Cross Ex. 8

ICC Docket No. 11-0280
North Shore Gas Company's Response to
Interstate Gas Supply Data Requests IGS 2.01-2.25
Dated: May 26, 2011

REQUEST NO. IGS 2.22:

Please identify and describe in detail all of the functions that have costs recovered in whole or in part through the Choices for You program Administrative Fees as proposed by the Companies in this case. Please provide all documents, analyses, and workpapers supporting the Companies' response.

RESPONSE:

Please see NS IGS 2.22 Attach 01.

OFFICIAL FILE

I.C.C. DOCKET NO. 11-0280+11-0281

IGS CROSS Exhibit No. 8

Witness McKendry

Date 9/1/11 Reporter TD

Gas Transportation Activities in Support of the Choices For Yousm Program

The following activities are undertaken on a regular basis (daily, weekly, monthly, quarterly or on demand) within the PGL / NSG Gas Transportation Services department, in support of the Choices For Yousm program. The activities range from routine transactions to complex analysis that may extend for a considerable length of time. In all cases, the work is performed specifically either

- 1) due to a customer's active or pending participation in the Choices For Yousm program (via Rider CFY),
- 2) in support of supplier activity (via Rider AGG or Rider SBO), or
- 3) as subject matter expertise (generally in support of IT or regulatory work)

List of Choices For Yousm Activities performed by the Gas Transportation Services team

- Respond to CFY-specific inquiries received from the utilities' call center
- Conduct audits of supplier enrollments
- Transact cancel-rebills and review billing exceptions that may affect supplier receivables
- Issue credit balance refunds for active SBO customers upon supplier requests
- Cancel customer budgets or bi-monthly billing, upon supplier requests during Rider SBO enrollment
- Review daily exception reports for CFY activity and investigate / update data as necessary
- Execute the Remittance Process to provide customer payments to suppliers
- Issue LIHEAP payments in conjunction with the Remittance Process
- Update forecast & actual temperature information in the CFY billing system
- Maintain-update daily, monthly and annual billing factors specific to Rider AGG, within the companies' CFY-specific systems
- Create, reconcile and issue AGG bills
- Conduct reconciliation of CFY billing, payments and refunds of supplier credits
- Establish & maintain Supplier information (contact information, G/L translations for A/R activity, etc.) in the utilities' customer information system and CFY-specific systems
- Conduct training & testing work with suppliers as procedures change or as new suppliers join the program
- Provide subject matter expertise during development of system enhancements or during correction of system problems
- Provide subject matter expertise in support of regulatory work
- Produce periodic CFY reporting as required

ICC Docket No. 11-0281
The Peoples Gas Light and Coke Company's Response to
Interstate Gas Supply Data Requests IGS 2.01-2.25
Dated: May 26, 2011

REQUEST NO. IGS 2.22:

Please identify and describe in detail all of the functions that have costs recovered in whole or in part through the Choices for You program Administrative Fees as proposed by the Companies in this case. Please provide all documents, analyses, and workpapers supporting the Companies' response.

RESPONSE:

Please see PGL IGS 2.22 Attach 01.

Gas Transportation Activities in Support of the Choices For Yousm Program

The following activities are undertaken on a regular basis (daily, weekly, monthly, quarterly or on demand) within the PGL / NSG Gas Transportation Services department, in support of the Choices For Yousm program. The activities range from routine transactions to complex analysis that may extend for a considerable length of time. In all cases, the work is performed specifically either

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- 2) in support of supplier activity (via Rider AGG or Rider SBO), or
- 3) as subject matter expertise (generally in support of IT or regulatory work)

List of Choices For Yousm Activities performed by the Gas Transportation Services team

- Respond to CFY-specific inquiries received from the utilities' call center
- Conduct audits of supplier enrollments
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- Cancel customer budgets or bi-monthly billing, upon supplier requests during Rider SBO enrollment
- Review daily exception reports for CFY activity and investigate / update data as necessary
- Execute the Remittance Process to provide customer payments to suppliers
- Issue LIHEAP payments in conjunction with the Remittance Process
- Update forecast & actual temperature information in the CFY billing system
- Maintain-update daily, monthly and annual billing factors specific to Rider AGG, within the companies' CFY-specific systems
- Create, reconcile and issue AGG bills
- Conduct reconciliation of CFY billing, payments and refunds of supplier credits
- Establish & maintain Supplier information (contact information, G/L translations for A/R activity, etc.) in the utilities' customer information system and CFY-specific systems
- Conduct training & testing work with suppliers as procedures change or as new suppliers join the program
- Provide subject matter expertise during development of system enhancements or during correction of system problems
- Provide subject matter expertise in support of regulatory work
- Produce periodic CFY reporting as required