

165 Cross Ex. 9

ICC Docket No. 11-0280
North Shore Gas Company's Response to
Interstate Gas Supply Data Requests IGS 3.01-3.11
Dated: July 26, 2011

REQUEST NO. IGS 3.08:

Please refer to the Companies' Responses to Data Request IGS 2.20. Please break down the costs identified in those Responses by the functions identified in Attachment 1 to the Companies' Responses to Data Request IGS 2.22. Specifically, please identify the costs associated with the following Activities:

- a. Respond to CFY-specific inquiries received from the utilities' call center.
- b. Conduct audits of supplier enrollments
- c. Transact cancel-rebills and review billing exceptions that may affect supplier receivables
- d. Issue credit balance refunds for active SBO customers upon supplier requests
- e. Cancel customer budgets or bi-monthly billing, upon supplier requests during Rider SBO enrollment
- f. Review daily exception reports for CFY activity and investigate/update data as necessary
- g. Execute the Remittance Process to provide customer payments to suppliers
- h. Issue LIHEAP payments in conjunction with the Remittance Process
- i. Update forecast & actual temperature information in the CFY billing system
- j. Maintain-update daily, monthly and annual billing factors specific to Rider AGG, within the companies' CFY-specific systems
- k. Create, reconcile and issue AGG bills
- l. Conduct reconciliation of CFY billing, payments and refunds of supplier credits
- m. Establish & maintain Supplier information (contact information, G/L translations for A/R activity, etc.) in the utilities' customer information system and CFY-specific systems
- n. Conduct training & testing work with suppliers as needed for change or as new suppliers join the program

OFFICIAL FILE
 I.C.C. DOCKET NO. 11-0280-11-0281
IGS Cross Exhibit No. 9
 Witness McKendry
 Date 9/14/11 Reporter TO NS 0006372

ICC Docket No. 11-0280
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- o. Provide subject matter expertise during development of system enhancements or during correction of system problems
- p. Provide subject matter expertise in support of regulatory work
- q. Produce periodic CFY reporting as required
- r. Please provide all documents, analyses, calculations, and workpapers reviewed or prepared in preparing the Companies' answer.

RESPONSE:

The Companies do not break down the cost per function. These functions listed are the basis from which the programs are supported.

ICC Docket No. 11-0281
The Peoples Gas Light and Coke Company's Response to
Interstate Gas Supply Data Requests IGS 3.01-3.11
Dated: July 26, 2011

REQUEST NO. IGS 3.08:

Please refer to the Companies' Responses to Data Request IGS 2.20. Please break down the costs identified in those Responses by the functions identified in Attachment 1 to the Companies' Responses to Data Request IGS 2.22. Specifically, please identify the costs associated with the following Activities:

- a. Respond to CFY-specific inquiries received from the utilities' call center.
- b. Conduct audits of supplier enrollments
- c. Transact cancel-rebills and review billing exceptions that may affect supplier receivables
- d. Issue credit balance refunds for active SBO customers upon supplier requests
- e. Cancel customer budgets or bi-monthly billing, upon supplier requests during Rider SBO enrollment
- f. Review daily exception reports for CFY activity and investigate/update data as necessary
- g. Execute the Remittance Process to provide customer payments to suppliers
- h. Issue LIHEAP payments in conjunction with the Remittance Process
- i. Update forecast & actual temperature information in the CFY billing system
- j. Maintain-update daily, monthly and annual billing factors specific to Rider AGG, within the companies' CFY-specific systems
- k. Create, reconcile and issue AGG bills
- l. Conduct reconciliation of CFY billing, payments and refunds of supplier credits
- m. Establish & maintain Supplier information (contact information, G/L translations for A/R activity, etc.) in the utilities' customer information system and CFY-specific systems
- n. Conduct training & testing work with suppliers as procedures change or as new suppliers join the program

ICC Docket No. 11-0281

**The Peoples Gas Light and Coke Company's Response to
Interstate Gas Supply Data Requests IGS 3.01-3.11**

Dated: July 26, 2011

- o. Provide subject matter expertise during development of system enhancements or during correction of system problems
- p. Provide subject matter expertise in support of regulatory work
- q. Produce periodic CFY reporting as required.
- r. Please provide all documents, analyses, calculations, and workpapers reviewed or prepared in preparing the Companies' answer.

RESPONSE:

The Companies do not break down the cost per function. These functions listed are the basis from which the programs are supported.