

## COMPARISON OF RECONNECTION CHARGES FOR ENERGY UTILITIES

### **Atlanta Power**

\$25 for customers disconnected for a period of 30 days or less  
\$200 for customers disconnected for more than 30 days.  
(Schedule 4)

### **Idaho Power**

#### Reconnect on weekdays

\$15 for customer request from 7:30 a.m. to 6 p.m.  
\$45 for customer request from 6:01 p.m. to 9 p.m.;  
\$80 for customer request from 9:01 p.m. to 7:29 a.m.

#### Reconnect on weekends & holidays

\$45 for customer request from 7:30 a.m. to 9:00 p.m.  
\$80 for customer request from 9:01 p.m. to 7:29 a.m.  
(Sheet F-1, Schedule 66-2, Rule F)

### **Intermountain Gas**

\$20 for reconnections performed during normal business hours (8 a.m.- 5:00 p.m.,  
Monday- Friday, except holidays); \$40 all other times.  
(Sheet 5, Section A, 9.4)

### **Utah Power/PacifiCorp**

\$25 during hours of 8 a.m. to 4 p.m., Monday-Friday, except holidays  
\$50 from 4 to 7 p.m., Monday-Friday, except holidays  
\$50 from 8 a.m. to 4 p.m., weekends or holidays

If arrangements or payment made during hours of 8 a.m. to 7 p.m. weekdays, excluding holidays, or 8 a.m. to 4 p.m., weekends and holidays, reconnect will be done the same day. If arrangements made at other times, company will reconnect the following day, except in the case of medical emergencies and disconnect in error, which will be done the same day.

(Sheet Nos. 10R.7, 10R.8, 300.2)

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Case No. IPC-E-03-13  
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## COMPARISON OF RECONNECTION CHARGES (CONTINUED)

### Avista

#### Gas & electric service

\$24 during hours of 8 a.m. to 4 p.m., Monday-Friday, except holidays

\$48 from 4 to 7 p.m., Monday-Friday, except holidays

\$48 weekends or holidays

\$4 for each additional service connection made at same time

If arrangements or payment made during hours of 8 a.m. to 7 p.m. weekdays, excluding holidays, reconnect will be done the same day. If arrangements made on holidays, weekends, or hours between 7 p.m. and 8 a.m. weekdays, company will reconnect the following day except in the case of medical emergencies and disconnect in error, which will be done the same day.

(Sheets 170-G.1, Rule 15.1 & 15.3/Sheet 70-g.1, Rule 14.1 & 14.3)

**COMPARISON OF  
ESTABLISHMENT OF SERVICE CHARGES  
FOR ENERGY UTILITIES**

**Atlanta Power**

\$25; applies to customer establishing service for the first time at a service location.  
(Schedule 4)

**Idaho Power**

Account Initiation Charge applies to customer establishing service; does not apply to rental property covered by a continuous service agreement; charges are the same as those for reconnection fees for involuntary disconnections

**Intermountain Gas**

\$14 during normal business hours; \$40 all other times; applies to each new account opened; does not apply to rental property covered by a continuous service agreement or new building or equipment turn on and safety inspections  
Account Initiation Fee (Sheet 5, Section A, 9.5)

**Utah Power/PacifiCorp**

No charge during normal office hours, 8 a.m. to 4 p.m., Monday-Friday, except holidays  
\$50 from 4 to 7 p.m., Monday-Friday, except holidays  
\$50 from 8 a.m. to 4 p.m., weekends or holidays  
(Sheet Nos. 300.1 & 3R.1)

**Avista**

No charge for new customer during normal business hours; \$32 all other times; applies to new gas or electric customer service connection; if gas and electric service connections are performed at same time, only one \$32 charge applies.  
(Sheets 70-d, Rule 6.1/ Sheet 170-E, Rule 6.1)

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**COMPARISON OF  
FIELD COLLECTION CHARGES  
FOR ENERGY UTILITIES**

**Atlanta Power**

None

**Idaho Power**

\$15 – Applies if visit to premises for purpose of disconnecting service results in customer payment of bill at that time  
(Rule F, Sheet F-1, Schedule 66-3)

**Intermountain Gas**

\$15 - One free collection visit per 12-month period; applies if visit to premises for purpose of disconnecting service results in customer's payment of bill at that time.  
(Sheet 3, Section A, 4.6)

**Utah Power/PacifiCorp**

\$15 – Applies if visit to premises for purpose of disconnecting results in customer payment of bill at that time or customers requests delay in disconnect  
(Sheet Nos.10R.8, 300.2)

**Avista**

\$16 - One free collection visit per 12-month period; applies if visit to premises for purpose of disconnecting service results in customer's payment of bill at that time.  
(Sheet 70-g, Rule 13.1/Sheet 170-G.1, Rule 14.1)

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Billing Date: 05/30/2002  
 Due Date: 06/14/2002

Questions? Call us at (208) 388-2323 or (800) 488-6151.  
 For faster service please call Tuesday through Friday, 7:30 am - 6:30 pm

Account Number: [REDACTED]  
 Service Location: [REDACTED]

Next Read Date: 06/26/2002

Meter Number	Rate Sched.	Number of Days	Service Period From - To	Reading Type	Meter Readings Previous	Meter Readings Current	Meter Constant	kWh Used
[REDACTED]	I01	32	04/26/02 - 05/28/02	Regular	43446	43635	1	189

1	Residential Electric Service	Prorated 04/27/02 - 05/15/02 19 days - 7.91	19/32 = 593.75	\$0.00
2		Customer Charge, per meter per month		\$1.49
3		0-800 kWh, 189 @ \$0.061652 per kWh	19/32 x 11.65 =	\$6.92 11.65
4		Franchise Fee 1%		\$0.08
5		Federal Columbia River Benefits Supplied by BPA		\$0.58 CR
6		Prorated 05/16/02 - 05/28/02 13 days - 6.07		\$0.00
7		Customer Charge, per meter per month		\$1.02
8		Energy Charge 189 kWh @ \$0.068673 per kWh	13/32 x 40.98 =	\$5.27 12.98
9		Franchise Fee 1%		\$0.06 24.63
10		Conservation Program Funding Charge		\$0.12
11		Federal Columbia River Benefits Supplied by BPA		\$0.40 CR
<b>Current Charges - Electric Service.....</b>				<b>\$13.98</b>

<b>Average Daily Use Comparison</b>	<u>This Month This Year:</u>	<u>This Month Last Year:</u>	CR = Credit	BLC = Basic Load Capacity
	Days = 32	Days = 30	kWh = Kilowatt-hour	kW = Kilowatt
	kWh Billed = 189	kWh Billed = 180		
	kWh per Day = 5.9	kWh per Day = 6.0		

This new bill is incredibly complicated bill, but it is correct  
 [REDACTED]

- Line 1 Proration line tells how many days at old rate - 7.91 is total of amounts on lines 1 through 5
- 2 Customer charge prorated -- 19/32 x \$2.51 = \$1.49
- 3 Total 189 kwh x \$0.061652 = \$11.65, then prorate using 19/32 x \$11.65 = \$6.92
- 4 Franchise fee equals 1% x (\$6.92 + \$1.49) = \$0.8
- 5 Federal Columbia River Benefits equals 189 x 19/32 x \$0.005211 = \$0.58 credit
- 6 Proration line tells how many days at old rate - 6.07 is total of amounts on lines 7 through 11
- 7 Customer charge prorated -- 13/32 x \$2.51 = \$1.02
- 8 Total 189 kwh x \$0.068673 = \$12.98, then prorate using 13/32 x \$12.98 = \$5.27
- 9 Franchise fee equals 1% x (\$5.27 + \$1.02) = \$0.06
- 10 Conservation funding program charge -- \$0.30 per month x 13/32 = \$0.12
- 11 Federal Columbia River Benefits equals 189 x 13/32 x \$0.005211 = \$0.40 credit

Exhibit No. 140  
 Case No. IPC-E-03-13  
 M. Parker, Staff  
 2/20/04

## STAFF PROPOSED TARIFF – RULE L

### LEGISLATIVE COPY

2. Large Commercial and Special Contract Customers. The Company may require a deposit from Large Commercial or Special Contact Customers as follows:
  - a. Existing Customers. A deposit may be required for failure to pay the amount due on or before the date the bill is delinquent or if the ~~current status of the Customer's business does not pass an objective credit screen~~ risk of future loss is evident based on the Customer's current commercial credit rating.
  - b. Applicants. A deposit may be required under the following conditions:
    - i. ~~If~~ the nature of the Applicant's business is speculative or subject to a high rate of failure; or
    - ii. ~~The~~ Applicant is applying for service with the Company for the first time; or
    - iii. ~~The~~ Applicant has an outstanding prior service account with the Company that accrued within the last four years and at the time of application for service remains unpaid and not in dispute; or
    - iv. ~~The current status of the Applicant's business does not~~ fails to pass an objective commercial credit screen.
  - ca. Written Explanation for Denial of Service or Requirement of Deposit.

***Note: Format changes consistent with the format shown above will be required for the remainder of Rule L.***

## STAFF PROPOSED TARIFF - RULE L

### CLEAN COPY

2. Large Commercial and Special Contract Customers. The Company may require a deposit from Large Commercial or Special Contact Customers as follows:
  - a. Existing Customers. A deposit may be required for failure to pay the amount due on or before the date the bill is delinquent or if the risk of future loss is evident based on the Customer's current commercial credit rating.
  - b. Applicants. A deposit may be required under the following conditions:
    - i. If the nature of the Applicant's business is speculative or subject to a high rate of failure; or
    - ii. The Applicant is applying for service with the Company for the first time; or
    - iii. The Applicant has an outstanding prior service account with the Company that accrued within the last four years and at the time of application for service remains unpaid and not in dispute; or
    - iv. The Applicant fails to pass an objective commercial credit screen.
  - c. Written Explanation for Denial of Service or Requirement of Deposit.

**Idaho Power Complaints  
2000-2003**

	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>
<b>Credit &amp; Collection</b>	283	392	486	354
<b>Line Extension/Installation</b>	28	16	20	30
<b>Service Outage/Repair</b>	41	37	36	38
<b>Billing</b>	118	238	292	135
<b>Rates &amp; Policies</b>	64	219	178	54
<b>All Other</b>	4	2	0	1
<b>Total</b>	538	904	1012	612

**Idaho Power Inquiries  
2000-2003**

	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>
<b>Credit &amp; Collection</b>	60	37	43	35
<b>Line Extension/Installation</b>	13	10	3	10
<b>Service Outage/Repair</b>	5	6	1	2
<b>Billing</b>	14	17	10	2
<b>Rates &amp; Policies</b>	29	71	27	28
<b>All Other</b>	21	11	10	2
<b>Total</b>	142	152	94	79

**Idaho Power Complaints & Inquiries  
2000-2003**

	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>
<b>Complaints</b>	538	904	1012	612
<b>Inquiries</b>	142	152	94	79
<b>Total Contacts</b>	680	1056	1106	691

# Energy Company Complaint and Inquiry Comparisons on a Per 1000 Customer Basis

