



North American Energy Standards Board

1100 Louisiana, Suite 3625, Houston, Texas 77002

Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: naesb@aol.com

Home Page: www.naesb.org

RETAIL GAS QUADRANT

GAS PRACTICES INVENTORY TASK FORCE

Survey

March 27, 2003

SUBCOMMITTEE: Supplier / Utility Interface

CATEGORY: Creditworthiness

1. What entity do you represent? Dominion Peoples
2. What is the date of this response? April 14, 2003
3. What jurisdiction are these responses for? Pennsylvania

4. How often is the Delivery Service Suppliers' creditworthiness reviewed?

Creditworthiness is evaluated once an application to provide pooling service is submitted. The Delivery Service Supplier is obligated to notify Dominion Peoples of any significant changes in its' ability to certify creditworthiness. (i.e. bankruptcy, pending litigation). Upon notification of significant changes, Dominion Peoples will once again review the creditworthiness of the Delivery Service Supplier.

5. What are the creditworthiness determinants? The Delivery Service Supplier must

provide the following financial information:

- Financial statements, annual report or Form 10-K for the most recent fiscal year-end.
- Current interim financial statements
- Listing of parent company, affiliates and subsidiaries
- Any reports from credit reporting and bond rating agencies which are available.
- A bank reference and at least two trade references.



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6. How do you calculate the security requirement? The security deposit is calculated on an individual Delivery Service Supplier basis utilizing projected imbalance charges under peak month conditions or is equal to the maximum daily consumption of the ratepayer(s) served by the Delivery Service Supplier times \$3.00 per Mcf times 60.
7. What types of security instruments are allowed? Acceptable security instruments are:
 - Security deposit as calculated above
 - Irrevocable letter of credit drawn upon a bank acceptable to Dominion Peoples
 - Guarantee by a person or another entity which satisfies the credit appraisal
8. When may the Local Distribution Company call on the security? Dominion Peoples reserves the right to call on the security if the Delivery Service Provider is not able to meet its financial obligations.



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SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

1. What entity do you represent? Dominion Peoples
2. What is the date of this response? April 14, 2003
3. What jurisdiction are these responses for? Pennsylvania
4. What type of historical customer information is available to the Delivery Service Provider? Monthly, an electronic file is prepared for each Delivery Service Provider. This file includes all customers the Delivery Service Provider will be serving for the following month. The total actual usage for the previous 12 months is included for each customer.
5. How is the customers' credit information shared with the Delivery Service Provider? Dominion Peoples does not provide credit information to Delivery Service Providers. Electronic files containing billing and payment information are available via the Dominion Peoples' website daily.
6. How quickly must the Local Distribution Company respond to the Delivery Service Provider's request? Dominion Peoples has established an email address and two phone lines for Delivery Service Providers and every attempt is made to respond to requests as quickly as possible.



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7. How is the customers' meter read data (consumption) shared with the Delivery Service Provider? An electronic billing file is prepared each evening and contains the current day's meter readings.
8. What are the Delivery Service Provider's limits on the use of the customer information? Any customer information provided by Dominion Peoples is to be used only for the marketing of gas commodity.
9. What are the rules governing the use of customer mailing lists? Customers are given 3 options relating to the release of their information. Option 1: Allow their name, address, and historical usage to be included in mailing lists. Option 2: Allow their name and address to be included, but restrict the release of their historical usage. Option 3: Restrict release of any customer information for mailing list purposes.



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Survey

March 27, 2003

SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

1. What entity do you represent? Dominion Peoples
2. What is the date of this response? April 14, 2003
3. What jurisdiction are these responses for? Pennsylvania
4. What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider? There are no specific requirements, however, Dominion Peoples provides detail on nominations, customer burn, storage activity, billed charges, due date, etc.
5. What are the invoice payment terms? Payment is due within 15 days of the mailing date of the invoice.
6. How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider? Please refer to the attached link for the dispute resolution process: [52 Pa. Code § 62.79. Complaint handling process.](#) Also, Dominion Peoples has established an email address and two dedicated phone lines for the resolution of any questions or disputes.
7. How are overpayments managed between the Local Distribution Company and the Delivery Service Provider? Overpayments are applied to the following month's invoice unless a refund is requested by the Delivery Service Provider.



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Survey

March 27, 2003

SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing Agency Arrangements

1. What entity do you represent? Dominion Peoples
2. What is the date of this response? April 14, 2003
3. What jurisdiction are these responses for? Pennsylvania
4. What are the Delivery Service Provider's obligations as the customers' billing agent?
The Delivery Service Provider is required to meet all billing statement requirements as set forth by the Public Utility Commission. Please refer to the attached link [52 Pa. Code § 62.74. Bill format for residential and small business customers.](#)
5. What are the Local Distribution Company's obligations in administering the billing agency arrangement? Please refer to Schedule SBS below:

THE PEOPLES NATURAL GAS COMPANY

GAS—PA PUC NO. S-1
ORIGINAL PAGE NO. 38

RATE SBS
SUPPLIER BILLING SERVICE

AVAILABILITY

Service under this rate schedule is available to the NGS which receives service under Rate P-1 or Rate NP-1 and elects to have the Company bill customers for natural gas supplied by the NGS.



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RULES AND CONDITIONS

1. Limitations

The Company shall provide service under this rate schedule provided that its billing systems have the capacity and capability to bill the rate plans offered by the NGS. The Company shall maintain a limited amount of billing system space and accordingly, shall offer only a limited number of price plans per NGS. The Company shall not be required to make programming changes to accommodate the NGS's rate structure.

2. Notifications

Prior to the NGS commencing marketing, the NGS shall provide a written copy of its rate structure to the Company. All rate information received by the Company shall be confidential.

The NGS shall be notified within ten (10) business days after the Company receives a written copy of the NGS's rate structure if such rate structure can (or cannot) be accommodated by the Company's billing system. The NGS shall not commence marketing until it receives a positive affirmation that its rate structure can be accommodated by the Company.

The NGS must provide fifteen (15) day's notice to the Company of any rate changes, which changes shall be subject to the Company's approval based on the Company's ability to accommodate such changes in its programming. Approved rate changes shall be effective on the customer's next billing date.

3. Bill content

The bill sent to the ratepayer shall be provided under the following conditions:

- a. The NGS's name, phone number, business address and internet address shall appear on the bill so the NGS can answer any customer questions regarding commodity charges.
- b. The billing envelope shall not provide space for inserts from the NGS.
- c. The bill shall contain the NGS's Commodity charges. The Company shall not be required to bill any charges other than gas commodity charges.
- d. The Company will house, bill and display sales tax on the commodity and remit sales tax to the state. The NGS appoints the Company as its agent for the limited purpose of collecting and remitting the NGS's sales tax, and further agrees to indemnify and hold the Company harmless for any claims, suits and/or damages that arise due to the Company acting as the NGS's agent in collecting and remitting such taxes.



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- e. The Company shall offer a separate billing option for residential customers to equalize monthly payments.

ISSUED: March 2, 2000
THE PEOPLES NATURAL GAS COMPANY
d/b/a/ DOMINION PEOPLES

EFFECTIVE: March 3, 2000
SUPPLEMENT NO. 7 TO GAS—PA PUC NO. S-1
FIRST REVISED PAGE NO. 39
CANCELING ORIGINAL PAGE NO. 39

RATE SBS **SUPPLIER BILLING SERVICE**

4. Ratepayer Payment Remittance To NGS

The Company will remit to the NGS on a monthly basis all amounts actually paid to the Company by the ratepayer relating to the charges billed to the ratepayer on behalf of the NGS, net of amounts due to the Company from the NGS. The amounts remitted to the NGS shall also conform to requirements on the Application of Partial Payments – Rule 5.

5. Application of Partial Payments

The Company will apply partial payments in accordance with Commission guidelines. The following order for the application of partial payments shall apply to all residential ratepayers and for other ratepayers whose gas supply contract does not specify the application of partial payments:

- a. Payment agreement for pre-existing balance;
- b. Current company charges;
- c. NGS charges;
- d. Non-basic service charges;
- e. Hardship energy fund contribution

RATE TABLE

Billing Fee: \$0.15 billing charge per customer per month.

To the extent the NGS has provided the company with inaccurate or erroneous information which requires an adjustment to ratepayer's bills, the NGS agrees to pay the Company \$2.00 per bill for bill credits and \$4.00 per bill for any ratepayer's bill that must be canceled and rebilled.

ISSUED: January 31, 2003

EFFECTIVE: April 11, 2003



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6. What are the provisions for the use of a “lock box” payment mechanism? Not applicable to Dominion Peoples.
7. What are the provisions for terminating the billing agency arrangement? The billing agreement is terminated if the Delivery Service Provider chooses to end their pooling relationship with Dominion Peoples and no longer serves customers. The billing agreement can be terminated by Dominion Peoples for nonpayment of charges by the Delivery Service Provider.



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Survey

March 27, 2003

SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

1. What entity do you represent? Dominion Peoples
2. What is the date of this response? April 14, 2003
3. What jurisdiction are these responses for? Pennsylvania
4. What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company? Failing an informal resolution, either party may present a written Notice of Dispute to the other party.
5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider? Payments are generally applied in the following order:
 - 1) Payment agreement for pre-existing balance;
 - 2) current Dominion Peoples charges;
 - 3) Delivery Service Provider charges;
 - 4) Non-basic service charges;
 - 5) Hardship energy fund contribution.All partial payments are applied in accordance with Commission guidelines.
6. What is their requirement to meet to resolve a dispute? Within 5 days of receipt of the Notice of Dispute, a designated senior representative of each party shall attempt to resolve the dispute on an informal basis. In the event such resolution is not possible within 30 days of initiation of the dispute, it shall be referred for mediation through the Commission's Office of Administrative Law Judge (ALJ). Also, a party may



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request mediation prior to that time if it appears that informal resolution is not productive. If mediation is not successful, the matter shall be converted to a formal proceeding before the ALJ.

7. When does the Public Service Commission become involved during dispute resolution? Referral of a dispute to the ALJ constitutes PUC involvement. Any party may file a complaint concerning the dispute with the Commission under relevant provisions of the Public Utility Code.
8. What alternate methods are available to resolve disputes? Please refer to the response given for question 6.



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March 27, 2003

SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and Customers

1. What entity do you represent? Dominion Peoples
2. What is the date of this response? April 14, 2003
3. What jurisdiction are these responses for? Pennsylvania
4. What is the process for resolving a dispute between a Delivery Service Provider and a customer? The dispute process is set forth by the Public Utility Commission. Please refer to the attached link: [52 Pa. Code § 62.79. Complaint handling process.](#)
5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider? Payments are generally applied in the following order:
 - 1) Payment agreement for pre-existing balance;
 - 2) current company charges;
 - 3) Delivery Service Provider charges;
 - 4) non-basic service charges;
 - 5) hardship energy fund contribution.All partial payments are applied in accordance with Commission guidelines.
6. What is the requirement for a Delivery Service Provider to resolve a dispute? Delivery Service Providers are bound by the dispute process set forth by the PUC. Please refer to the attached link: [52 Pa. Code § 62.79. Complaint handling process.](#)
7. What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider



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and a customer? Please refer to the PUC process set forth in the attached link: [52 Pa.](#)

[Code § 62.79. Complaint handling process.](#)



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing - Dual Billing

1. What entity do you represent? Dominion Peoples
2. What is the date of this response? April 14, 2003
3. What jurisdiction are these responses for? Pennsylvania
4. What are the billing options? A Delivery Service Provider may choose to offer a separate bill for commodity charges while the Company provides a bill to the customer for the applicable delivery charges. Or, the Delivery Service Provider can choose to use Dominion Peoples' billing system to issue a combined bill for both the Dominion Peoples' delivery charges and the Delivery Service Provider's commodity charges.
5. Who are the billing parties? A combined bill may be issued by Dominion Peoples or separate bills may be issued by the Dominion Peoples and the Delivery Service Provider.
6. What billing format is used and how is it determined? The Public Utility Commission has established bill format guidelines. Please refer to the attached link: [52 Pa. Code § 56.15. Billing information.](#)



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7. What are the minimum elements on a Delivery Service Provider's bill? Delivery Service Provider's are bound by the bill requirements issued by the Commission Please refer to the link provided in response to question 6.
8. How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party? Billing information is communicated electronically on a daily basis through a secure website.



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Survey

March 27, 2003

SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Utility Consolidated Billing

1. What entity do you represent? Dominion Peoples
2. What is the date of this response? April 14, 2003
3. What jurisdiction are these responses for? Pennsylvania
4. What are the billing options? A Delivery Service Provider may choose to offer a separate bill for commodity charges while Dominion Peoples provides a bill to the customer for the applicable delivery charges. Or, the Delivery Service Provider can choose to use Dominion Peoples' billing system to issue a combined bill for both Dominion Peoples' delivery charges and the Delivery Service Provider's commodity charges.
5. What are the requirements for the Local Distribution Company to provide a consolidated bill? Dominion Peoples will provide billing service provided that its billing systems have the capacity and capability to bill the rate plans offered by the Delivery Service Provider. Dominion Peoples is not required to make programming changes to accommodate the Delivery Service Provider's rate structure.
6. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider? Payments are generally applied in the following order:
 - 1) Payment agreement for pre-existing balance;
 - 2) current Dominion Peoples



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charges; 3) Delivery Service Provider charges; 4) non-basic service charges; 5) hardship energy fund contribution. All partial payments are applied in accordance with Commission guidelines.

7. What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider? Dominion Peoples is required to provide a combined bill that meets all Commission guidelines. Dominion Peoples receives payments from customers and provides billing and payment information to the Delivery Service Provider. The Delivery Service Provider is required to provide all information necessary (i.e. customer service phone number, website information) to issue a bill under Commission guidelines.
8. What are the minimum elements on a consolidated bill? Guidelines for bill content are established by the Commission. Please refer to the attached link for details: [52 Pa. Code § 56.15. Billing information.](#)
9. How are payments processed between the Local Distribution Company and the Delivery Service Provider? The Company receives payment on behalf of the Delivery Service Provider and remits those payments in aggregate to the DSP on a monthly basis.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Supplier Consolidated Billing

1. What entity do you represent? Dominion Peoples
2. What is the date of this response? April 14, 2003
3. What jurisdiction are these responses for? Pennsylvania
4. What are the billing options? A Delivery Service Provider may choose to offer a separate bill for commodity charges while Dominion Peoples provides a bill to the customer for the applicable delivery charges. Or, the Delivery Service Provider can choose to use Dominion Peoples' billing system to issue a combined bill for both Dominion Peoples' delivery charges and the Delivery Service Provider's commodity charges. Delivery Service Providers do not issue combined bills.
5. What are the requirements for the Delivery Service Provider to provide a consolidated bill? Delivery Service Provider's are not permitted to provide a combined bill. Combined bills are only offered through Dominion Peoples' billing system.
6. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider? Not applicable
7. What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider? Not applicable
8. What are the minimum elements on a consolidated bill? Not applicable



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9. How are payments processed between the Local Distribution Company and the Delivery Service Provider? Not applicable