



**RETAIL GAS QUADRANT**  
**GAS PRACTICES INVENTORY TASK FORCE**

**Survey**

**March 27, 2003**

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SUBCOMMITTEE: Supplier / Utility Interface

CATEGORY: Creditworthiness

1. What entity do you represent? Wisconsin Public Service Corporation
2. What is the date of this response? April 21, 2003
3. What jurisdiction are these responses for? Wisconsin and Michigan.
4. How often is the Delivery Service Suppliers' creditworthiness reviewed?  
Creditworthiness is review at least annually or when warranted by the availability of updated information.
5. What are the creditworthiness determinants?  
Creditworthiness determinants include the most recent annual and quarterly financial statements (income statements, balance sheet and statement of cash flow), bank and trade references, and credit ratings (if applicable).
6. How do you calculate the security requirement?  
The company calculates a credit limit and an exposure limit based on the supplier's financial information.
7. What types of security instruments are allowed?  
Security instruments allowed are corporate guarantee, letter of credit, or pre-payment.
8. When may the Local Distribution Company call on the security?  
The company may call on security when the net balance exceeds the supplier's credit limit or exposure limit.



## North American Energy Standards Board

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SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

1. What entity do you represent? Wisconsin Public Service Corporation
2. What is the date of this response? April 21, 2003
3. What jurisdiction are these responses for? Wisconsin and Michigan
4. What type of historical customer information is available to the Delivery Service Provider?  
Upon written authorization from the customer, the company will provide 24 months of historic data.
5. How is the customers' credit information shared with the Delivery Service Provider?  
The company does not share customer credit information.
6. How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?  
There is no mandatory response time.
7. How is the customers' meter read data (consumption) shared with the Delivery Service Provider?  
The information is shared electronically or hard copy, in an Excel spreadsheet.



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8. What are the Delivery Service Provider's limits on the use of the customer information?

Once the customer authorizes the release of information to a service provider, the customer and the service provider determine how the information is used.

9. What are the rules governing the use of customer mailing lists?

The company does not release any customer mailing lists.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

1. What entity do you represent? Wisconsin Public Service Corporation
2. What is the date of this response? April 21, 2003
3. What jurisdiction are these responses for? Wisconsin and Michigan
4. What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?  
The bill must contain all coordination, billing and payment information as designated by the state administrative code.
5. What are the invoice payment terms?  
Invoices for utility service must be paid in 20 days to avoid late payment charges.
6. How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider?  
In Wisconsin, if the Delivery Service Provider is a customer of the utility, the dispute resolution procedure listed in the State Administrative Code must be followed.
7. How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?  
Overpayments are handled on a case by case basis.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing Agency Arrangements

1. What entity do you represent? Wisconsin Public Service Corporation
2. What is the date of this response? April 21, 2003
3. What jurisdiction are these responses for? Wisconsin and Michigan
4. What are the Delivery Service Provider's obligations as the customers' billing agent?  
The Delivery Service Provider acts in behalf of the customer in all billing matters.
5. What are the Local Distribution Company's obligations in administering the billing agency arrangement?  
The Local Distribution Company must insure that it has on file written authorization from the customer designating a billing agent. If a billing agent has been authorized by the customer, the customer's bill is sent directly to the billing agent.
6. What are the provisions for the use of a "lock box" payment mechanism?  
As an agent of the customer, the Delivery Service Provider has access to all available payment mechanisms.
7. What are the provisions for terminating the billing agency arrangement?  
The customer must submit to the company a written notice indicating the termination the agency agreement.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

1. What entity do you represent? Wisconsin Public Service Corporation
2. What is the date of this response? April 21, 2003
3. What jurisdiction are these responses for? Wisconsin and Michigan
4. What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?
5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?  
A hierarchy of payments is necessary under consolidated billing which is not available from Wisconsin Public Service Corporation.
6. What is their requirement to meet to resolve a dispute?  
In Wisconsin, if the Delivery Service Provider is a customer of the utility, the dispute resolution procedure listed in the State Administrative Code must be followed
7. When does the Public Service Commission become involved during dispute resolution?  
In Wisconsin, a customer may request an informal review of the dispute by the Commission Staff. After an informal review, either party may request a formal review by the Commission itself.



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8. What alternate methods are available to resolve disputes?

Alternate dispute resolution methods are not specified.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and Customers

1. What entity do you represent? Wisconsin Public Service Corporation
2. What is the date of this response? April 21, 2003
3. What jurisdiction are these responses for? Wisconsin and Michigan
4. What is the process for resolving a dispute between a Delivery Service Provider and a customer?

The process is designated by contract between the Delivery Service Provider and the customer.

5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?

A hierarchy of payments is necessary under consolidated billing which is not available from Wisconsin Public Service Corporation.

6. What is the requirement for a Delivery Service Provider to resolve a dispute?

The Delivery Service Provider may have a contractual requirement with the customer to resolve disputes.



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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 and a customer?

The LDC has no obligation to work with the Delivery Service Provider to resolve disputes between a Delivery Service Provider and a customer.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing - Dual Billing

1. What entity do you represent? Wisconsin Public Service Corporation
2. What is the date of this response? April 21, 2003
3. What jurisdiction are these responses for? Wisconsin and Michigan

4. What are the billing options?

By tariff, Dual Billing is the only option available to customers.

5. Who are the billing parties?

The LDC and the Delivery Service Provider each issue a separate bill to the customer.

6. What billing format is used and how is it determined?

For the LDC bill, the billing content is designated by the state administrative code with the specific format of the bill approved by the Public Service Commission.

7. What are the minimum elements on a Delivery Service Provider's bill?

There is no mandatory billing format for Delivery Service Providers.

8. How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party?

The company will send a copy of the customer's bill to the Delivery Service Provider and in addition will post meter data to the company's web site where the customer and the Delivery Service Provider can download the customer's usage information.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Utility Consolidated Billing

1. What entity do you represent? Wisconsin Public Service Corporation
2. What is the date of this response? April 21, 2003
3. What jurisdiction are these responses for? Wisconsin and Michigan
4. What are the billing options?  
**Utility Consolidated Billing is not offered by tariff.**
5. What are the requirements for the Local Distribution Company to provide a consolidated bill? N/A
6. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider? N/A
7. What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider? N/A
8. What are the minimum elements on a consolidated bill? N/A
9. How are payments processed between the Local Distribution Company and the Delivery Service Provider? N/A



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Supplier Consolidated Billing

1. What entity do you represent? Wisconsin Public Service Corporation
2. What is the date of this response? April 21, 2003
3. What jurisdiction are these responses for? Wisconsin and Michigan
4. What are the billing options?  
**Supplier Consolidated Billing is not offered by tariff.**
5. What are the requirements for the Delivery Service Provider to provide a consolidated bill? N/A
6. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider? N/A
7. What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider? N/A
8. What are the minimum elements on a consolidated bill? N/A
9. How are payments processed between the Local Distribution Company and the Delivery Service Provider? N/A