

APPENDIX A

CUSTOMER SERVICE QUESTIONS THAT UTILITIES WITH PREPAID SERVICE PROGRAMS SHOULD BE REQUIRED TO ANSWER ANNUALLY

In utility service territories where prepaid service is already adopted, the following questions should be posed “on the record” annually to implementing utilities.

1. Does the utility plan to replace prepayment meters with advanced meters?
 - a. If so, will prepayment rates go down?
2. Does the utility track service disconnections among prepayment customers?
 - a. If so, can the utility provide data on
 - i. Duration of disconnections
 - ii. # of “self-disconnections” by month over the past three years
 - iii. Annual and monthly rates of “self-disconnection” (i.e., # residential self-disconnections ÷ # of residential customers)
 - b. Has the utility conducted analysis or surveys among customers who self-disconnect to determine
 - i. reasons for the disconnections
 - ii. income and demographics of customers who self-disconnect?
3. Does the utility track disconnections among customers who post-pay?
 - a. If so, can the utility provide data on
 - i. Duration of disconnections
 - ii. # of “self-disconnections” by month over the past three years
 - iii. Annual and monthly rates of “self-disconnection” (i.e., # residential self-disconnections ÷ # of residential customers)
 - b. Has the utility conducted analysis or surveys among customers who self-disconnect to determine
 - i. reasons for the disconnections
 - ii. income and demographics of customers who self-disconnect?
 - iii. Will the utility provide survey instruments along with results and analysis?
4. Fees
 - a. Does the utility charge prepayment customers fees for
 - i. Paying by phone
 1. how much?
 2. how many customers pay by this method?
 3. Percentage of M-Power revenues that come from this payment method
 - ii. Paying online
 1. how much?
 2. how many customers pay by this method?
 3. Percentage of prepayment revenues that come from this payment method

- iii. Paying at a kiosk
 - 1. how much?
 - 2. how many customers pay by this method?
 - 3. Percentage of prepayment revenues that come from this payment method
 - iv. Paying a third party
 - 1. how much?
 - 2. how many customers pay by this method?
 - 3. What 3rd party fees are involved with this payment method?
 - 4. Percentage of M-Power revenues that come from this payment method
 - v. Other payment method?
- 5. Does any of the utility's post-paying residential customers use in-home devices to track consumption and expenditures?
 - a. If so, how do these devices differ from those used by prepayment customers?
 - b. Has the utility studied the energy savings associated with use of in-home devices without prepayment?
 - c. If so, please provide results of analysis.
- 6. Energy savings
 - a. What is the average energy savings realized by a prepayment customer?
 - i. How is this calculated?
 - ii. Is baseline consumption of individual customers used to develop savings estimates?
 - iii. Has the utility analyzed the factors to which savings are attributable?
 - 1. self-disconnection
 - 2. energy efficiency
 - 3. energy conservation
 - 4. Has the utility studied the extent to which prepayment customers engage in "self-rationing," that is, cutting back on other expenditures, including necessities, to stay connected to their electric service?
- 7. Customer satisfaction surveys
 - a. Will the utility share instruments and results of customer satisfaction surveys conducted over the past five years?
 - b. In customer satisfaction surveys, are respondents asked whether they may prefer a long-term payment agreement to prepayment as a means of managing arrearages?
 - c. How is sampling conducted?
- 8. Marketing and Enrollment
 - a. Among prepayment customers enrolled over the past three years, what proportion came to the program as
 - i. a new the utility customer
 - ii. an existing the utility customer
 - 1. with no outstanding arrearage
 - 2. with an outstanding arrearage
 - a. average vintage
 - b. average dollar value
 - 3. with a pending notice of disconnection
 - 4. with previous disconnections for non-payment