

From: Broughton, Leon [LBroughton@citizensenergygroup.com]
Sent: Tuesday, October 14, 2008 2:45 PM
To: Peters, Erin; Swinger, Anthony; Barbara Galt; Becky Brann; Carmel Woolsey; Stephan, Carol; Debbie Owen; Dick Hovermale; Erin Borissov; Sawyers, Greg; Johnson, Ja-Deen; John Reichart; Karen Bruce; Kathy Oxby; Katrina Graves; Ken Flora; Prentice, LaTona; Courter, Leja; Mary Beth Johnson; Mary Ramsey; Melanie D. Price; Melissa Harter; Michael J. Martin; Allen, Michael E.; Pam Ball; Patti Pope; Rob Berntsen; Rob Cheek; Sandra Frazier; Shoultz, Nikki; Pinegar, Stan; Steve Blotkamp; Sue Weaver
Subject: RE: Consumer Complaint Pre-rulemaking Workgroup

Erin, here a couple of comments from me:

Section 3c5 provides 45 days for a consumer to appeal the utilities resolution to a complaint. In my opinion, this length of time appears longer than necessary and runs the risk of dragging issues out that best handled quickly. I would suggest an appeal period of something 30 days or less would benefit all parties concerned.

Section 3d2 does not define complaint type. I would suggest that the word "resolved" be inserted in front of complaints. Any serious "unresolved" complaints will make their way to the the Consumer Affairs Division, which when combined with the utilities' annual report you have captured a reasonable performance metric of each utility.

When we move from section 3 to section 4, the word complaint transitions to "informal" complaint (see Sec 4a). Is this by design and if so, what purpose does this distinction serve? Later in, the same section, 4c the reference to informal is dropped.

The first sentence in Section 6(a) is a little confusing. Typically our consumers wouldn't ordinarily notify us, the utility, of a complaint filed with consumer affairs division, which is how I've interpreted the first sentence in this section.

Lastly, you mentioned at the end of the pre-rule making hearing last week that you wanted our comments on "Daisy-Chaining". However, I'm not certain what format you had in mind. Any suggestions?

Thanks
Leon

From: Peters, Erin [mailto:EPeters@urc.IN.gov]
Sent: Friday, October 10, 2008 2:08 PM
To: Anthony Swinger; Barbara Galt; Becky Brann; Carmel Woolsey; Carol Stephan; Debbie Owen; Dick Hovermale; Erin Borissov; Erin Peters; Sawyers, Greg; Ja-Deen Johnson; John Reichart; Karen Bruce; Kathy Oxby; Katrina Graves; Ken Flora; Prentice, LaTona; Leja Courter; Broughton, Leon; Mary Beth Johnson; Mary Ramsey; Melanie D. Price; Melissa Harter; Michael J. Martin; Allen, Michael E.; Pam Ball; Patti Pope; Rob Berntsen; Rob Cheek; Sandra Frazier; Shoultz, Nikki; Stan Pinegar; Steve Blotkamp; Sue Weaver
Subject: FW: Consumer Complaint Pre-rulemaking Workgroup

After sending yesterday's email to our Consumer Complaint Workgroup, a few were returned as undeliverable. Please use the attached, *corrected* distribution list to circulate your "Strawman" comments. Thank you!

Erin Peters
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