



Control Number: 36131



Item Number: 12

Addendum StartPage: 0

**PROJECT 36131
PUBLIC UTILITY COMMISSION OF TEXAS
PUBLIC NOTICE OF WORKSHOP
AND REQUEST FOR COMMENTS**

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The staff of the Public Utility Commission of Texas (commission) will hold a workshop to discuss issues related to the Commission's present protections for disconnections and issues raised in previous proceedings related to disconnections, on November 20, 2009, at 9:30 a.m., in the Commissioners' Hearing Room, located on the 7th floor of the William B. Travis Building, 1701 North Congress Avenue, Austin, Texas 78701. Project Number 36131, *Rulemaking Relating to Disconnection of Electric Service and Deferred Payment Plans* has been established for this proceeding. Prior to the workshop, the commission requests interested persons file comments to the following questions:

1. Are early termination fees appropriate for all product offerings, including pre-pay and variable products? If so, should there be a cap on early termination fees?
 - a. Should early termination fees be pro-rated or waived during the months of June through September for low income, disabled and elderly customers? If so, should there be any prerequisites or limitations?
 - b. Should early termination fees be prorated for all products over the life span over the term of the contract? For instance, should the termination fee for a cancellation after three months be different than a cancellation after 10 months?
2. Should the commission adopt a standardized definition applicable to all REPs for levelized billing options, including requirements for customer qualification?
3. Should the commission adopt changes to the requirements for levelized billing options?
 - a. Should the commission adopt best practices or minimum standards for a true-up cycle?
 - b. If so, how long between intervals is appropriate? (such as quarterly, semiannually, or annually)?
 - c. Should the average be a rolling average?
4. Should the standard for qualifying for a deferral plan be different from the current standard?
 - a. Should the time of the deferral and standards be different only during the months of June through September?

5. What effect should a late payment have on a person's ability to qualify for a deferral plan and what effect should a late payment have on the ability to continue to pay under a current deferral plan?
6. Should deferred payment plans offered to customers be extended to 5 months?
7. Should customers on deferred payment plans be prevented from switching to another REP before fulfilling the obligations of the deferred payment plan?
8. Should there be restrictions on customers that fail to satisfy obligations of deferred payment plans? For instance, if customers are unable to satisfy their obligations under a deferred payment plan in the previous year, should they be excluded from a deferred payment plan in the following year?
9. Are any improvements needed in the administration of the LITE-UP program? Should REPs be required to increase the number of bill inserts provided to customers for the program?
10. What improvements are needed regarding critical care customers and ill and disabled?
 - a. Should a standard definition for critical care and ill and disabled across TDUs and REPs be applied?
 - b. Once deemed critical care, should a customer have to re-apply for critical care status annually?
 - c. Are there certain medical conditions that should qualify for critical care status automatically, provided a note from a physician is provided on behalf of the customer?
11. How can education efforts be modified regarding the designation of critical care customers?

Responses may be filed by submitting 16 copies to the commission's Filing Clerk, Public Utility Commission of Texas, 1701 North Congress Avenue, P.O. Box 13326, Austin, Texas 78711-3326 within 30 days of the date of publication of this notice. All responses should reference Project Number 36131. The commission request comments submitted be limited to no more than 20 pages.

Ten days prior to the workshop the commission shall make available in Central Records under Project Number 36131, an agenda for the format of the workshop.

Questions concerning the workshop or this notice should be referred to Christine Wright, Competitive Markets Division, (512) 936-7376. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

**ISSUED IN AUSTIN, TEXAS ON THE 16th DAY OF SEPTEMBER 2009 BY THE
PUBLIC UTILITY COMMISSION OF TEXAS
ADRIANA A. GONZALES**