

Residential Account Survey Questions

Company Name(s):

Employee Name(s):

1. How and to what extent does your company distinguish the following terms:
 - a. Cessation of service
 - b. Termination of service
 - c. Discontinuance of service
 - d. Physical disconnection of service
 - e. Voluntary disconnection
 - f. Involuntary disconnection
2. How does your company define/record a changeover in account holders in relation to the terms identified in question one?
3. How does your company define/record a loss/interruption of service for safety purposes in relation to the terms identified in question one?
4. How does your company define/record a loss/interruption of service for system maintenance in relation to the terms identified in question one?
5. How does your company define/record a loss/interruption of service to meet regulatory requirements in relation to the terms identified in question one?
6. How does your company define/record a loss/interruption of service caused by acts of nature or other third party in relation to the terms identified in question one?
7. How does your company define reconnection of service?
 - a. Does your company distinguish between reconnection and transfer of service?
 - b. How does your company define a reconnection of service in relation to the terms identified in question one?
 - c. How does your company define a transfer of service in relation to the terms identified in question one?
8. Does your company currently track the number of accounts reconnected each month following a prior discontinuance of service?

Attachment A

- a. If yes, can your company determine if the prior discontinuance of service was voluntary or involuntary?
9. How does your company distinguish between a customer and an account?
10. Can a single customer have multiple accounts?
11. Can a single account have multiple customers?
12. For an account with multiple financially responsible persons, does your company count each person as an individual customer or the account as one customer?
 - a. Does your company consider or track the age of individual persons for each account or customer?
13. Can one account with your company have multiple service addresses?
14. If an account with your company has multiple service addresses, does your company mail one combined bill or separate bills for each service address?
15. How does your company define a third-party collection agency?
16. How many third party collection agencies does your company employ?
 - a. If more than one, do the collection agencies perform unique functions?
 - i. If yes, what?
17. Does your company currently track the number of notices sent to customers indicating potential loss/interruption of service due to non-payment?
18. Does your company currently track the number of accounts that was sent a notice indicating potential loss/interruption of service due to non-payment?
19. Does your company currently track the number of accounts for which a charge became delinquent?
20. Does your company currently track the number of delinquent charges for each account?
21. Can your company, after the end of each month, provide a list of accounts with delinquent balances from smallest to largest dollar value?
22. Does your company track the amount of involuntary disconnects for accounts participating in budget billing?
23. Does your company track the number of estimated bills monthly?
24. Does your company have a connection fee? If yes, what is it? If a range, please provide it.
25. Does your company have a reconnection fee? If yes, what is it?
26. Does your company have a disconnection fee? If yes, what is it?

Attachment A

27. Does your company have a deposit fee? If yes, what is it? If a range, please provide it.
28. Does your company record the age of the debt pending collections, i.e., 30, 60, 90, 120 days, etc.?
 - a. Do you record the number of accounts pending collections per month by its age?
29. What is the company's total uncollectible debt per month and year?
30. How long does the company attempt to collect a debt before turning it over to an outside 3rd party collection agency?
 - a. Does the company record how many accounts per month are still outsourced to a 3rd party for attempted collection activity and how many are not collected?
 - b. Does the company sell their uncollectible debt to a third party?
31. How does the company record and track the deposit fees collected?
32. If a deposit cannot be refunded to the customer what happens to the deposit?

Hypothetical Examples

1. A customer is moving from one apartment complex to another, she requests services be stopped in Apartment A on May 15th, but also requests services be started at Apartment B on May 1st.
 - a. How many different customers does your company count under this scenario?
 - b. How many different accounts does your company count under this scenario?
 - c. How does your company record this scenario in terms of disconnection?
2. A customer is receiving service at his primary residence and also has requested service at a commercial location in his name.
 - a. How many different customers does your company count under this scenario?
 - b. How many different accounts does your company count under this scenario?
 - c. How many bills is sent to the customer under this scenario?
 - d. If the customer fails to pay any portion of what is billed, do they risk a loss of service at both locations, or just the location of the delinquent bill?
 - e. If the customer ceases receiving service entirely, how many disconnections does the company record?
3. A residential customer fails to pay their bill and your company ceases to provide them service. At a later time, the customer pays the delinquent bill plus all necessary fees and the utility begins to provide service again.
 - a. How does your company record based on the term you defined in question one of the survey?
 - b. Does your company record this as a disconnection and reconnection, or as a new connection?
 - c. Does your company keep a record of delinquent notices sent to customer?