

From: "Childers, Patricia D." <Pat.Childers@atmosenergy.com>
To: "Gary Lamb" <Gary.Lamb@state.tn.us>
Date: 10/9/2006 4:29:02 PM
Subject: RE: Cut-off procedures

Gary,

We will do our best to answer these questions by noon Friday. I will let you know if we will need more time. (2)

Thank you
Pat Childers

-----Original Message-----

From: Gary Lamb [mailto:Gary.Lamb@state.tn.us]
Sent: Monday, October 09, 2006 3:10 PM
To: Childers, Patricia D.
Cc: Darlene Standley; David Foster; Pat Murphy
Subject: Cut-off procedures

Pat, attached are some questions and requests we have after reviewing the information supplied by Atmos about last winter's cut-offs and budget billings. I know this is short notice, but please get the information back to me by noon Friday. Give me a call if there is a problem meeting the deadline. (1)

As always, I really appreciate your help.

Gary
741-2904 ext 172

CC: "Swain, Jan" <Jan.Swain@atmosenergy.com>

RECEIVED
2006 NOV -7 PM 12:45
T.R.A. DOCKET ROOM

1st Data Request

Via Electronic Mail

October 9, 2006

Ms. Pat Childers

Re: STIPULATIONS OF NATURAL GAS COMPANIES REGARDING CUT-OFF
PROCEDURES – Docket No. 05-00281

Dear Pat:

To assist the Authority in reviewing cut off procedures, please provide the following information by **Friday, October 13th**:

1. Please supply the number of customers who were **involuntarily** converted to equal payment plans because of missed payment(s) by month for October 2005 through March 2006.
2. Please provide a list of customers by account number who were in good standing on November 1, 2005, but had their service cut-off during the months of November 2005 through March 2006 because of non-payment.
3. Were all customers who were in good standing as of November 1, 2005 and subsequently had their service cut-off because of non-payment during the November 2005 through March 2006 months switched to equal payment plans before service was discontinued? If not, please explain.
4. Please provide the number of service cut-offs for each day from October 1, 2005 through March 31, 2006.
5. Provide the Company's explanation for the fact that service cut-offs increased 14.1% from October 2005 through March 2006 compared with October 2004 through March 2005, despite a 62% increase in customers switching to budget billing (see attached spreadsheet).

Sincerely,

Darlene Standley

Chief

Utilities Division

Staff questions for Atmos 10-9-2006

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2006 NOV -7 PM 3:45
T.R.A. DOCKET ROOM

From: Gary Lamb
To: Pat.Childers@atmosenergy.com
Date: 10/19/2006 8:31:19 AM
Subject: Fwd: FW: TRA Staff questions for Atmos 10-9-2006.doc

Hi Pat. I'm not able to open the response to question 5 either and I'm sure what CAD 15c response is, if you would send that file separately also, I would appreciate it.

Also, question 3 wasn't answered I don't think unless the list is customers that were cut off without being switched to budget billing. If that is not the case, what is the list?

Thanks again,

Gary

>>> "Childers, Patricia D." <Pat.Childers@atmosenergy.com> 10/17/2006 1:21 PM >>>
Good Afternoon Gary and Darlene. Sorry we missed the deadline by a bit. (3)

> -----Original Message-----
> From: Swain, Jan
> Sent: Tuesday, October 17, 2006 1:11 PM
> To: Childers, Patricia D.
> Subject: TRA Staff questions for Atmos 10-9-2006.doc
>
> <<TRA Staff questions for Atmos 10-9-2006.doc>>
> <<standleyCutOffs.doc>>
>
>

CC: Murphy, Pat; Standley, Darlene

2006 NOV - 7 PM 12:45
T.R.A. DOCKET ROOM

RECEIVED
(4)

From: Gary Lamb
To: Swain, Jan
Date: 10/20/2006 8:20:09 AM
Subject: RE: Question #3

Ok. That begs the question, why were they not switched to budget billing as Atmos agreed to do at the November 7, 2005 conference?

Thanks again Jan,

Gary

>>> "Swain, Jan" <Jan.Swain@atmosenergy.com> 10/19/2006 4:46 PM >>>
Yes. Thanks, Jan.

-----Original Message-----

From: Gary Lamb [mailto:Gary.Lamb@state.tn.us]
Sent: Thursday, October 19, 2006 4:30 PM
To: Swain, Jan
Subject: Re: Question #3

Thanks. So all those accounts were in good standing as of November 1, 2005?

>>> "Swain, Jan" <Jan.Swain@atmosenergy.com> 10/19/2006 4:25 PM >>>
Good Afternoon Gary:

3. Were all customers who were in good standing as of November 1, 2005 and subsequently had their service cut-off because of non-payment during the November 2005 through March 2006 months switched to equal payment plans before service was discontinued? If not, please explain.

The spreadsheet for question 3 shows accounts that had their service cut off 11/05 thru 3/06 and were not switched to equal payment plans. The explanation is in column H.

Please call me if you would like.

Thanks, Jan Swain
270 443-1262

CC: Murphy, Pat; Standley, Darlene

RECEIVED
2006 NOV -7 PM 10:46
T.R.A. COURT ROOM

From: Gary Lamb
To: Pat.Children@atmosenergy.com
Date: 10/19/2006 2:31:58 PM
Subject: atmos cut-offs staff question

Pat, we have another request in regard to Atmos cut-offs last winter. If possible please submit the requested information by end of business Tuesday, October 24.

Thanks once again,

Gary

CC: Murphy, Pat; Standley, Darlene

RECEIVED
2006 NOV -7 PM 12:46
T.R.A. DOCUMENT ROOM

From: Gary Lamb
To: Swain, Jan
Date: 10/20/2006 9:57:50 AM
Subject: RE: Question #3, one more question on it

I understand. Just do the best you can. I would however like to know by Tuesday, if there is a general answer or policy why residential customers who were in good standing on November 1, 2005 were not put on budget billing automatically as stipulated at the November 7, 2005 conference, when they fell behind in payments before they were cut-off from service. This is the most important outstanding question I have.

Thanks for all your hard work on these issues.

Gary

>>> "Swain, Jan" <Jan.Swain@atmosenergy.com> 10/20/2006 9:48 AM >>>

Good Morning Gary: We are happy to gather data for additional responses. I am concerned about the timeframe of Tues the 24th. I am at a conference Sun thru Tues. The information is a manual look-up process. Could we please ask for an extension until Thursday? If the data is complete before Thursday, I will forward it to you.

Thanks for your consideration, Jan.

-----Original Message-----

From: Gary Lamb [<mailto:Gary.Lamb@state.tn.us>]
Sent: Friday, October 20, 2006 8:32 AM
To: Swain, Jan
Cc: Darlene Standley; Pat Murphy
Subject: Question #3, one more question on it

RECEIVED
2006 NOV -7 PM 3:46
T.R.A. LOCKET ROOM

Jan, there are several customers who according to your list were 7 or 8 months behind. How could they be in good standing on November 1st, 2005 and be cut-off on March 31, 2006 or before?

Gary

>>> "Swain, Jan" <Jan.Swain@atmosenergy.com> 10/19/2006 4:46 PM >>>
Yes. Thanks, Jan.

-----Original Message-----

From: Gary Lamb [<mailto:Gary.Lamb@state.tn.us>]
Sent: Thursday, October 19, 2006 4:30 PM
To: Swain, Jan
Subject: Re: Question #3

Thanks. So all those accounts were in good standing as of November 1, 2005?

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payment plans before service was discontinued? If not, please explain.

The spreadsheet for question 3 shows accounts that had their service cut off 11/05 thru 3/06 and were not switched to equal payment plans. The explanation is in column H.

Please call me if you would like.

Thanks, Jan Swain
270 443-1262

CC: Childers, Patricia D.; Murphy, Pat; Standley, Darlene

From: Gary Lamb
To: Standley, Darlene; Swain, Jan
Date: 10/30/2006 8:21:59 AM
Subject: RE: FW: additional request

Yes Jan, I see the reasons for the disconnects. However I need the reason(s) why these customers were not put on budget billing.

A conference call might be a good idea. I'm real busy this morning. Can we do it this afternoon and if so, what time?

Thanks,

Gary

>>> "Swain, Jan" <Jan.Swain@atmosenergy.com> 10/27/2006 4:03 PM >>>
Good Afternoon Gary: Please see the document to response #3 which we submitted. In Column H each office submitted a reason for disconnect. A few of the accounts were selected for additional information on the response we forwarded this afternoon.

Would you like for us to get together on a conference call sometime Monday to discuss? Pat Childers is in her office on Monday and thought this would be a great way for us to discuss together.

I will be glad to set up a dial in if you would like.

Have a great weekend, Jan.

-----Original Message-----

From: Gary Lamb [<mailto:Gary.Lamb@state.tn.us>]
Sent: Friday, October 27, 2006 2:47 PM
To: Swain, Jan; Darlene Standley
Cc: Childers, Patricia D.
Subject: Re: FW: additional request

Jan, I don't see where the question I asked to why residential customers listed on the original data request in response to question 3, were cut-off without being switched to budget billing? As I stated before, that is the most important question I need answered.

Thanks,

Gary

>>> "Swain, Jan" <Jan.Swain@atmosenergy.com> 10/27/2006 2:38 PM >>>
Good Afternoon Gary and Darlene: Thank you so much for your patience in extending our response time for the data requested in the above attachment.

REC'D
2006 NOV -7 PM 12:46
T.R.A. CO. 1237 ROOM

During our research process I spoke with an operation supervisor for information from his area. He provided the data and followed with some comments which were not requested. I would like to share his comments with you....

"Per our conversation I looked up this info and made notes. I think you will see that by the letter of our rule we did not turn anyone off on a day that we knew the forecast to be a low of 32 degrees or less. That being said I also know that the supervisors and the OA's are VERY sensitive to the temp in the winter and we do not usually push the envelope in this area. If it is close we do not take the chance. Also over the entire winter we are looking at 29 accounts and it appears they would have all been on the 90 day list most had made 1 pymt or less in 6+ months. Most also had several IVR or phone calls made to them and most have no notes of the customer trying to contact us during the months they did not make a payment. I guess my point is we would not intentionally break the rule and the payment history and numbers of customers involved back this up. If each account and the weather situation is looked at I think it is clear we were being very cautious and gave these customers every opportunity to pay or make arrangements."

Please find two spreadsheets in the attachments above.

The first is titled TRA pmnt questions which details #1 in your DR.

The second is titled wea and details #2 in your DR.

Please feel free to email or call with any questions.

Sincerely,
Jan Swain
270 443-1262 office ph.

-----Original Message-----

From: Gary Lamb [mailto:Gary.Lamb@state.tn.us]
Sent: Thursday, October 19, 2006 4:02 PM
To: Childers, Patricia D.
Cc: Swain, Jan; Darlene Standley; Pat Murphy
Subject: additional request

Pat, I've added one additional request.

Thanks,

Gary

CC: Childers, Patricia D.; Murphy, Pat

From: "Swain, Jan" <Jan.Swain@atmosenergy.com>
To: "Gary Lamb" <Gary.Lamb@state.tn.us>, "Darlene Standley" <Darlene.Standley@state.tn.us>
Date: 10/30/2006 9:34:35 AM
Subject: RE: FW: additional request

Good Morning Gary: We are preparing for a breakdown of the accts that were disconnected which were not placed on budget billing that were not on the additional data request, were not commercial, and did not have other circumstances of broken arrangements, NSF, fraud, or bad debt.

We will begin working on the information immediately and will forward the detailed information to you asap.

Thanks, Jan.

-----Original Message-----

From: Gary Lamb [mailto:Gary.Lamb@state.tn.us]
Sent: Monday, October 30, 2006 8:22 AM
To: Swain, Jan; Darlene Standley
Cc: Childers, Patricia D.; Pat Murphy
Subject: RE: FW: additional request

Yes Jan, I see the reasons for the disconnects. However I need the reason(s) why these customers were not put on budget billing.

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Have a great weekend, Jan.

-----Original Message-----

From: Gary Lamb [mailto:Gary.Lamb@state.tn.us]
Sent: Friday, October 27, 2006 2:47 PM

RECEIVED
2006 NOV -7 PM 1:46
I.R.A. BOARD ROOM