

Margaret Kenney

From: Charlie King [charlieking@snavely-king.com]
Sent: Tuesday, March 13, 2007 10:11 AM
To: 'Mike Majoros'; 'Margaret Kenney'
Subject: FW: John Shanager

Maybe we ought to put in some data requests on this issue.
Charlie

From: Diller, Michael R. [mailto:mdiller@nd.gov]
Sent: Monday, March 12, 2007 5:26 PM
To: charlieking@snavely-king.com
Subject: FW: John Shanager

Charlie,

When Xcel merged with New Century Energy awhile back, both companies abandoned their customer information systems in favor of a new one. In cost a gazillion dollars and evidently they are still working out the bugs in it. For whatever reason, it appears from this email that 1,898 (I think this is a ND number) accounts were not being billed. It has caused quite a problem for us in generating complaint calls because the company is in the process of back billing for service which can be quite a bill if you haven't been billed for a couple of years.

Please forward to Mike as this could impact revenue projections. Mike

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

From: Rafferty, Tom D.
Sent: Wednesday, February 21, 2007 3:00 PM
To: Diller, Michael R.
Subject: RE: John Shanager

Mike,

This has been an issue for a little while. We had Xcel run these numbers. So far I think we have had less than 10 complaints, but some of them are fairly substantial amounts. I've been asking Xcel to give the people the same amount of time to pay it back as the company took to bill them. For example, if it took 2 years to bill them, give them 2 years to pay off what they owe.

I've pasted in some info from Xcel we received a while back. Apparently this is also an issue in Minnesota.

Tom Rafferty
Consumer Affairs/Public Outreach Specialist
North Dakota Public Service Commission
12th Floor, Dept. 408, 600 E. Boulevard Ave.
Bismarck, ND 58505-0480
Phone: 701-328-4078
Fax:701-328-2410

From: Horner, Elizabeth A [mailto:elizabeth.a.horner@xcelenergy.com]
Sent: Friday, January 26, 2007 12:57 PM
To: Rafferty, Tom D.

Subject: FW: ND PSC rules regarding back billing

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

From: Horner, Elizabeth A

Sent: Friday, January 26, 2007 12:44 PM

To: Sederquist, Dave; Gallegos, Tommy; Preston, Carly; 'Tom.Rafferty@state.nd.us'

Subject: ND PSC rules regarding back billing

Tom, the Unknown User team ran a report and as of 1/12/07:

- There were 1,898 Unknown Users that need to be billed.
- These vacant premise are anywhere from one month old back to January 2005.
- They include vacant apartments that have not reverted back to the landlord yet (there is a brief wait period before the landlord is billed).
- Also included are accounts that are currently being worked by our UU team.

Our records show that there have been 3 ND Commission complaints regarding back billing.

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

From: Sederquist, Dave

Sent: Friday, January 19, 2007 3:40 PM

To: Preston, Carly; Horner, Elizabeth A

Subject: FW: Backbilling

Hi guys...Tom Rafferty contacted me about the backbilling issue. I'm not very informed about this. Could either of you provide me some background on what's going on here and what our plans are to rectify things? do we need to schedule a conf call or anything?

Thanks!