

LOUISIANA PUBLIC SERVICE COMMISSION
LOUISIANA PUBLIC SERVICE COMMISSION, EX PARTE
DOCKET NO. X-35786

2020 NOV 20 AM 9:33
LA PUBLIC SERVICE
COMMISSION

In re: Analysis of Regulated Utilities Offering Unregulated Repair Services to Customers.

REQUEST FOR INFORMATION

PLEASE TAKE NOTICE that the Louisiana Public Service Commission Staff (“Staff”) is requesting information and comments in response to the following requests. Given the Commission’s desire to have this matter considered at the December 16, 2020 Business and Executive Session, Staff request responses be filed into the record of this proceeding no later than **Friday, December 4, 2020**. Staff recognizes the business sensitive nature of the information requested below, and as such, information responsive to this request may be submitted confidentially pursuant to Rule 12.1 of the Louisiana Public Service Commission (“Commission”) Rules of Practice and Procedure.

1. Indicate whether the utility presently offers a voluntary warranty program covering any components of a customer’s utility hardware in partnership with an independent Repair Warranty Company not regulated by the Commission.
 - a. If so, please describe all such coverage options made available to utility customers including the components covered by each option and at what cost.
2. Describe how these voluntary warranty programs are offered to utility customers.
3. Is utility customer information shared with the Repair Warranty Company?

4. If a utility customer enrolls in this warranty program, describe the process by which the customer can request services under the program. In other words, once a member of the program, if the customer needs to use the services offered under the warranty, what is the process for requesting service?
5. Describe how repairpersons are selected to perform repairs on customer hardware in the event of a system failure or malfunction covered by the repair warranty.
 - a. Describe the qualification process for those repairpersons.
 - b. Do utility customers have the option of selecting their own repairperson?
 - c. Describe the legal relationship between repairpersons and the Repair Warranty Company.
 - d. Describe the legal relationship between repairpersons and the utility.
6. Provide the number of repairpersons currently available for dispatch to customers, including whether the repairpersons are designated or assigned to a particular territory.
7. Provide the number of utility customers who have elected to purchase warranty coverage to date.
 - a. If there is a way to provide a demographic analysis of the utility customers who have elected to purchase warranty coverage, please provide this information as well.
8. Is there a process in place to handle utility customer questions or complaints associated with the selected warranty coverage? If so, please explain.
9. Provide an estimate and description of the costs borne by the utility that is associated with this program.
10. Provide an estimate and description of the revenues received by the utility this program.
11. Describe the revenue sharing agreement between the Repair Warranty Company and the utility.

a. Indicate whether any revenues received by the utility are used to fund activities or programs of an unregulated business entity.

12. Aside from the coverage offered under a warranty plan, are there any other benefits of the program for utility customers? If so, please describe.

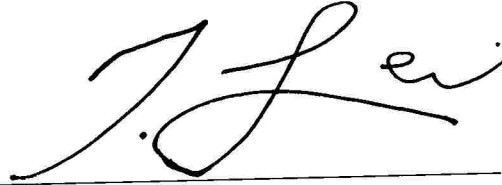
Baton Rouge, Louisiana, this 20th day of November, 2020.

A handwritten signature in black ink, appearing to read "T. Levi". The signature is fluid and cursive, with a large initial "T" and a long, sweeping underline.

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CERTIFICATE OF SERVICE

I hereby certify that a copy of the above and foregoing has been served upon all parties of record by facsimile, email or United States Mail, properly addressed and postage prepaid, this 20th day of November, 2020.

A handwritten signature in black ink, appearing to read 'T. Levi', written over a horizontal line.

THERON LEVI

Service List for X-35786
as of 11/20/2020

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Craig Greene, Commissioner
Foster L. Campbell, Commissioner
Lambert C. Boissiere, III., Commissioner
Eric Skrmetta, Commissioner

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