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| In Florida, we just cut the service – our field staff does not discuss the delinquency and they have multiple orders to complete, therefore, they do not wait for the customer to make terms. |
| At Louisville Gas & Electric Co and Kentucky Utilities Co, our field service techs **do not** attempt to contact residential customers, prior to disconnect.  If the customer makes contact, the techs will occasionally allow the customer to pay (they can do so by phone or internet), but not generally make arrangements.  Our thought is that if we’ve sent an employee/truck to disconnect, only payment in full should stop it.  On certain non-residential accounts, we will sometimes engage the customer prior to disconnect, especially if gas service or a CT-type meter is present. |
| We rarely collect in the field if that counts.  If the customer comes to us we will talk and potentially wait for them to call in or, if we have other activities close by or going to lunch we might give them an hour and come back.  If they are successful with payment or arrangements the office waves off the field staff. |
| At NV Energy, we have not accepted payments in the field for over 10 years.  In August 2011 we instituted remote disconnects and reconnects in Las Vegas, and just this month we started it in Reno, so there is no contact in the field.  Prior to remote disconnects and reconnects, we were required to leave a door hanger, but not required to make contact with the customer.  Previous to remotes, if the field person was stopped by the customer we would not stop the disconnection of service to allow for the customer to make a payment.  The customer was advised once the payment was made, the service would be restored.  Please let me know if you have any other questions. |
| * **Does the collector knock on the door before disconnecting? YES** * **If they do, will they wait while the customer makes a payment or arrangements over the phone? NO, makes payment to collector or disconnect** |
| * **Does the collector knock on the door before disconnecting?** * **Yes, required by regs; do not have to wait for an answer though; just the attempt to notify customer of turn off** * **If they do, will they wait while the customer makes a payment or arrangements over the phone?** * **No Way!** |
| Yes- the collector does attempt to make contact by knocking on the door prior disconnecting service, they advise the customer the service will be disconnected that way if the customer has any important data they are working on via computer, they have time to save and turn off prior to the disconnect taking place.  No- the collector will not allow the customer time to make payment, we simply advise the customer that we have an order to work and we must complete the order- but the customer is urged to contact customer service call center for details on account and how to get the service reconnected |
| Ameren IL is required to knock at the door prior to disconnection per our Admin Code.  The field workers are trained to just disconnect the service after they knock and ask the customer to call into the call center.  They are instructed not to provide the amount that needs to be paid either.  With that being said, some field workers will give the customers a chance to call and make a payment before they disconnect the service( the field tells the customer they will give them a hour or two and will be back then to disconnect) although that is not the procedure.  If you have any questions, just let me know. |
| In Burbank, we have never knocked on the door first…and now, most of our meters are remote disconnect/reconnect anyway. |
| **Does the collector knock on the door before disconnecting? YES**  **If they do, will they wait while the customer makes a payment or arrangements over the phone? Case by case basis** |
| Being a gas utility, we will still be collecting at the time of disconnects and knocking on the door.  Our collectors currently make payment arrangements on the spot about 3-4% of the time.  We ask them not to wait for the customer to call to make a credit/debit card payment over the phone as the customer had enough time to pay and there are no negotiations taking place with the customer, although they will accept about 80% of the bill. |
| Duke Energy does knock on the door; we are mandated to do so.  If the customer is willing to make a payment (not arrangements) over the phone, we wait and get the confirmation number of the payment from the customer. |
| * **Does the collector knock on the door before disconnecting?  Our collectors do not knock on the door when leaving the notice.** * **If they do, will they wait while the customer makes a payment or arrangements over the phone? If they come into contact with the customer they will not wait for them to contact the Call Center. They are simply advised to make arrangements or payment in 24 hours to avoid an interruption in service.** |
| **Does the collector knock on the door before disconnecting? YES**  **If they do, will they wait while the customer makes a payment or arrangements over the phone YES** |
|          **Does the collector knock on the door before disconnecting?**  **Response: Yes, it is a courteous knock only**           **If they do, will they wait while the customer makes a payment or arrangements over the phone?**  **Response: No, unless it is an unusual situation** |
| * We do not knock on a customer’s door prior to DC.  We have already made multiple outbound calls and mailings to them at this point, making them aware of the date they are pending DC, provided they don’t make a payment/arrangements.  This change was made years ago for safety reasons primarily. * It is rare that a customer will stop the service worker and ask them to wait while they make a payment.  In the event they do, the service worker instructs the customer to call 1-800-Alliant, make their payment and the RC order will be generated.  We do not guarantee same day RC.   Our reps generally do not knock and most areas will not wait for the customer to call the center. Once the truck rolls, we are performing the shutoff. |
| * **Does the collector knock on the door before disconnecting?   no** * **If they do, will they wait while the customer makes a payment or arrangements over the phone? Sometimes a customer will see them arrive and there are a few arrangements made at that time – this is not a common practice.** |
| The Los Angeles Department of Water and Power currently collects in the field, but like you, we are looking to cease this practice. We do not have a date to begin this practice, but we are discussing simply disconnecting the service without a knock (the customer has had plenty of notice). And not waiting for any type of negation to take place over the phone or in person. |
| At Public Service Company of Oklahoma we do not knock on the door, most Specialists hang the notice on the door then cut.  Disconnecting the meter then hanging the notice increases the chances of a customer confrontation.  Once the meter has been disconnected there is no reconnect unless payment has been made or the customer can show a valid receipt of payment that may not have posted to the account for whatever reason. |
| Today, we do collect customer payments in the field.  However, we are also transitioning to a “no field collection” policy – effective April 1, 2013.  At that time…   * the collector will not knock on the door before disconnecting; they will hang a door tag informing the customer of the disconnect and then proceed to the meter * if the collector is approached before the disconnect, he/she will not wait for the customer to make a payment or arrangements over the phone.   Once we are at the premise, the service needs to be disconnected.  We’re currently in the process of completing our communications plan.  I’ve copied our Field team on this as they may want to reach out to you after October 1 to see how things are going. |
| * At PSO, we are not required by the commission to knock and make contact before disconnecting for nonpayment... therefore, we do not. We leave the card on the door and then proceed with the disconnect.   + At PSO, once the disconnect order goes to the field, the customer is no longer eligible for a pay arrangement. The phone center sees an indicator on their screen "Out With Collector" so they know not to negotiate but instead request payment in full before having the service reconnected. |
| No, we do not. We stopped that process years ago.  Laclede Gas Company, St. Louis Missouri  We have a regulatory requirement where field collectors are required to make an attempt to contact the customer at the service address prior to disconnection due to non-payment.  If contact is made with the customer or responsible adult party and a paid receipt is provided which meets the minimum payment requirement, the disconnect order is canceled. Collectors do not accept payment in the field nor do they wait for payment to be made over the phone. |
| At PSNC, we have not collected in the field since 2005. As for knocking on the door, our Commission approved that we can go straight to the meter, if we've been to the premise within the prior 12 months for collections purposes. If not, we knock on the door and will accept payment arrangements at that time. |
| You know my answer but I am curious to know what the other responses are that you receive.  We knock and collect over phone but do not take payments. |
| Our tariff states that we must knock on the door before turning off service.  If you are fortunate to not have that in your rule I would continue with the plan to hang the tag and leave.  Our guys in the field cannot take payments but what happens is they get to the door and the customer wants to negotiate or call the center and he is stuck waiting around for the payment.  I suppose this does prevent a second truck role – however no hurt to the customer so will they do this again next month.  Then you didn’t prevent the truck roll.   In addition, customer receive receipt numbers when they make payments, there has been several occasions where the customer gives the information to the field guy and they leave thinking they paid when they have not.  The down side in my opinion to not knocking is that if you knock and you find an elderly person or a handicapped person that needs assistance, you see that.  Our guys are trained to contact Customer Relations and we can get them the help they need.  This you would miss. |
| We do knock before disconnection in all of our 8 states we serve. Some are required through regulation, so we make it standard across all states.  In those states where we do not accept cash, we will wait until customer calls in payment (confirmation number provided to service tech) or makes arrangement with Customer Service. |
| We do not knock unless the account is coded that the customer has medical equipment (our Medical Care Program).  No, we will not wait while they try to make arrangements on the phone.  Our goal is to leave the door hanger and move on.  If we come into contact with the customer and they have questions, they are advised that the call center phone # is on the door hanger.  They politely explain that they do not have access to any of the information.  We stopped knocking on doors in 1997 and discontinued collecting any payments last year. |
| For Mississippi Power:  We stopped collecting money in the field and stopped hanging door tags July1, 2012.  We do not knock on the door.  We go straight to the meter.  We do not wait for the customer to make payment arrangements.  We tell them that is they go to the office and make the necessary payments, we will come back out for the re-connect.  Thus far, there have been no negative issues since this change.  The only response we saw through the month of July were customer lines in our larger offices making payments because they were cut-non-pay.  We anticipated this and continue to anticipate that by September customers will become educated in this new process and customer traffic will return to normalcy – and, hopefully a reduction in CNP field orders.  I trust this is helpful information.  Please let me know if I can provide any further information. |
| Regarding question #1:  no - customer was already sent a 10 day disconnection notice through the mail letting them know how to avoid disconnection.  Regarding question #2:  typically not  **Peoples Gas and North Shore Gas**   * **Does the collector knock on the door before disconnecting? In Illinois it is required by to the Administrative Code but it is also accepted by the commission and utilities that it is too dangerous so it has become accepted practice to not engage the customers by all parties until new rules are approved.** * **If they do, will they wait while the customer makes a payment or arrangements over the phone? No. We will not allow a field tech suspend a disconnection while at the customers premises.**   **Michigan Gas and Minnesota Energy**  At MGU we are required to make contact with the person.  MGU will accept payments in the field to avoid disconnections.  They also charge a fee for this service which does not cover the truck roll.  MERC does not collect money in the field.  **Wisconsin Public Service and Upper Peninsula Power**   * **Does the collector knock on the door before disconnecting? No we do not make customer contact for residential disconnections and most small commercial disconnections (single phase electric).  For larger commercial we do make contact if there is high electric load on meter.** * **If they do, will they wait while the customer makes a payment or arrangements over the phone? If the customer sees our disconnection employee or comes out to make contact after disconnection, we do not allow the customer time to make payment or arrangements.  If the customer claims to have already made the payment and has an invoice number, our field person will call in to confirm if payment was made (this is done because we do not have mobile system with real time payment interface).  If that payment was not made, they will proceed with disconnection.** |
| If the customer does happen to come outside, we do have some employees that will give the customer an hour or so to post a payment.  \*\*\* If the customer did not receive a courtesy disconnect card the previous day, do not owe a large sum of money, and are no more than 30 days in arrears.  The employee explains that they will be in the area for another 30 min to an hour and that if the payment does not post they will return. Most of them make the payment, the order falls off the mobile data computer, and the reconnect trip is avoided.   They do nothing to initiate customer contact.... the field reps refer to it as "Cut and Run |
| * **Does the collector knock on the door before disconnecting?**   **Our collectors do not knock on the door before disconnection of service for either residential or commercial.  The collector goes “straight to the meter” to disconnect.  We stopped collecting in the field 5+ years ago, mainly due to safety concerns of the collector but also to improve productivity.  We do, however, leave a door hanger on the door after disconnection (PSC rule we must follow) but we do not knock.**   * **If they do, will they wait while the customer makes a payment or arrangements over the phone?**   **No, we do not.  See the answer above.** |
| At Hydro-Québec, we do not collect payments in the field.  We do not Knock on the door before disconnecting.  After disconnecting, we leave a note engaging the customer to call us as soon as possible to take arrangements with us. |
| Eugene Water & Electric Board does not take payment in the field in any form (not since 2001) on a non-pay disconnect. Field staff does not knock on doors or attempt to engage a customer prior to disconnection. If customer approaches field staff, the field staff makes the determination if they’re willing to wait or return to allow a customer time to call in a charge-card payment (depends on the field work load and the onsite situation), but any delay in disconnection is the field staff’s decision.  Hope that’s helpful. |
| Per our Public Service Commission’s (Maryland and District of Columbia), we are required to knock at the door prior to disconnecting service. |
| ENSTAR Natural Gas Company in Alaska, we do collect checks in the field or give them a number to call to make a payment over the phone or on line.  They will wait a few minutes for them write a check (max 15 if schedule allows). If the customer is going to pay on the phone or on line they do not wait…they canc. the order.  Credit then checks the account the following day to see if the payment was made…if not another order is issued to the field.  They do not wait for the customer to call and make arrangements or question a bill…they are there to collect or lock.  We are required to make attempt to contact when there to lock.  We do not accept cash in the field. |
| * We do not knock on the door before disconnecting   We do not knock on the door prior to disconnecting.  We go directly to the meter; we do not wait for arrangements. We tell the customer the call center will contact them once arrangements are make. |
| * **Does the collector knock on the door before disconnecting?**   **Yes,  we knock on every collections account , the only time we do not knock is when the account has become UKU ( unknown user) since there is no customer on record we simply go to the meter**   * **If they do, will they wait while the customer makes a payment or arrangements over the phone?**   **They wait a few minutes (1-3 min) to try and obtain payment.  At that time the account is locked and the only way the customer can avoid a disconnection is to pay the collector,  all channels have  been shut down.  The only exception is an authorized pay agent.   Collectors, at their discretion can leave a notice and not disconnect the service.** |
| **TEP discontinued picking up payments in the field in 2000.**  **There was a 40% increase in call volume but eventually it subsided.**  **We told customers in our payment lobbies for 4 months, we hung door tags, etc.**  **When TEP disconnects a customer for nonpayment, the field personnel completes their task and leaves a door tag.**  **They DO NOT knock before cutting.**  **However, if a customer leaves a payment attached to their meter, we LEAVE the payment**  **and give them a 24 hour notice.**  **I suggest the cut and run concept.** |
| We do knock before disconnecting….  Some collectors will wait while the cust makes a payment over the phone, but some don’t.  They aren’t required to give more than a minute or two to get a payment to them. |
| In the City of Regina field service staff does not knock on the door either when delivering the door knocker or when disconnecting the water.  The field service staff has laptops in their vehicles and they enter the time the door knocker is left and the time/reading of the meter when water is disconnected.  We find this information very useful in that we can tell the customer exactly when the door knocker was delivered and when customer calls we know if the water is currently off or on.    Our current process is that we deliver the door knocker giving the customer 24 hours to pay and then we give them the day after delivery of the notice for their 24 hours.  The only difference is if the customer has had a disconnect and made a payment arrangement to avoid the disconnect.  Those accounts are disconnected without notice.    Our field staff are often approached by customers when they are disconnecting the water.  Customers are asking for more time or are just on their way to pay, etc.  We leave the decision up to the field service staff as to whether they want to give the customer time or whether they will still disconnect.  Since most customers are repeat offenders they have a good idea as to whether the customer will actually follow through or not.  If the field service staff do allow the customer time, it is then the responsibility of the field service staff to follow up on whether customer has done what they promised.    If customers claim they paid and they have their receipt the field service staff can check their receipt carefully and notify us of what they have been shown.  Our field service staff have never collected payments in the field. |
| We do attempt to make contact by knocking on the door to advise we are about to disconnect. We do not wait for customers to make payment; however we may pass it and go back if payment is not made prior to the tech coming in. Also as a courtesy customers are notified via phone the day before. |
| Hi Larry – we have technicians that go out to disconnect on instructions from the collectors.  Technicians do not knock at the door or take payments or arrangements.  Our collectors are to have exhausted all avenues prior to sending for disconnection. |
| * **Does the collector knock on the door before disconnecting? Yes; as a courtesy to let the customer know we are there and why.** * **If they do, will they wait while the customer makes a payment or arrangements over the phone? The techs have the discretion to wait and allow the customer to make a payment/arrangements but the policy is if they are there to shut the customer off, that’s what they are going to do.** |