

Unofficial Text (See Printed Volume). Current through date and Register shown on Title Page.

tion. The requestor shall be entitled to one such statement at a charge not in excess of \$1 once every 12 months. Additional statements shall be furnished if the customer pays the utility's reasonable costs of preparing and furnishing the statement.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00.

PSC 113.0502 Planned service interruptions. (1) Unless conditions of an actual or potential emergency nature require otherwise, each utility shall strive to give reasonable advance notice to affected customers of each planned service interruption expected to last more than 30 minutes. No such notification is necessary when applying load control or on-peak control systems.

(2) Whenever feasible, interruptions expected to last more than 1 hour and affect more than 100 customers, or interruptions to critical loads, shall be scheduled for periods which will cause a minimum of customer inconvenience.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00.

PSC 113.0503 Telephone answering time. (1) In this section:

(a) "Computerized call center system" means a system where an automatic call distributor is used to manage incoming calls and to place calls in a queue and that has the capability to generate significant statistical information.

(b) "Speed of answer" means the amount of time it takes for a call to be connected to either a live agent or an automated system that is ready to assist the customer and is measured beginning from the point when the call is first queued to be connected.

(2) (a) A utility or its agent shall maintain sufficient employees and equipment to achieve an average speed of answer of not more than 90 seconds. The average speed of answer shall be determined by summing the total queuing time and dividing by the total number of customer calls handled by automated systems. A utility or its agent shall calculate this average speed of answer on a monthly basis, including customer service calls, outage calls and emergency calls.

(b) A utility or its agent shall maintain sufficient employees to achieve an average speed of live response of not more than 90 seconds. The average speed of live response shall be determined by summing the total time from indication of request for live response and divided by the total number of calls answered by a live agent. A utility or its agent shall calculate this average speed of answer on a monthly basis, including customer service calls, outage calls and emergency calls.

(3) A utility or its agent shall give emergency calls the highest priority and shall be generally available for all calls and must provide customers with the option of selecting a live agent contact among those selections presented by any computerized call center system.

(4) A utility or its agent shall maintain average speed of answer data in a manner set forth by the commission and must provide customers with the option of selecting a live agent contact among those selections presented by any computerized call center system.

(5) The requirements of subs. (2) to (4) do not apply in either of the following circumstances:

(a) To a utility or its agent that do not use a computerized call center system.

(b) During natural disasters, severe weather, or other events beyond the utility's control that adversely impact the utility's telephone answering capabilities.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00.

PSC 113.0504 Change in type of service. (1) If a change in type of service, such as from 25 to 60 Hertz, or a change in voltage to a customer's substation, is effected at the insistence of the utility and not solely by reason of increase in the customer's load or change in the character thereof, the utility shall share equi-

tably in the cost of changing the equipment of the customers affected as determined by the commission in the absence of agreement between utility and customer.

Note: The change in customer's equipment should be made with the greatest possible economy to the customer and final settlement made at the time of the change. Substantially the following basis was prescribed by the commission in *Jackman v. Janesville Electric Co.*, 17 W.R.C.R. 356 and has been customarily adopted as the basis for settlement:

Payment by the utility to the customer of:

1. The remaining value of the customer's electrical equipment which is made obsolete;
2. The cost of making the resulting necessary change in interior wiring; and
3. The cost of installing the new equipment and removing the old, less the salvage value of such equipment as the customer retains.

(2) If a utility changes its standard voltage it shall notify customers in advance and if customer equipment other than lamps must be changed, an adjustment as required in sub. (1) hereof shall be made. If tests of a representative sample of customers' meters indicate that meters have started to creep because of the voltage increase or if the tests of the representative sample show that meters average more than 0.5% fast, meters affected by the change in voltage shall be tested and adjusted.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00.

PSC 113.0505 Low-income service requirements. (1) A utility shall maintain and deliver services that ensure safe, affordable, reliable service and attempt to mitigate and prevent energy hardships before they arise. The utility shall strive to meet the following five goals: to serve the target population of customers with actual or potential energy hardships, to provide customers with the assistance they need, to educate internal utility staff so that they understand low-income households and are aware of services offered by the utility and outside resources, to adapt and improve and to establish and maintain inter-utility coordination. The utility shall maintain sufficient data on its performance with regard to the goals and parameters of this section in a manner satisfactory to the commission. Effectiveness in meeting the service requirements shall be monitored and measured against the following parameters:

(a) A description of the utility's low-income/at-risk customer services including the mission/vision/goals and organizational staffing structure. The report shall include the organizational staffing structure, name, telephone number, location, position description and training of representatives who staff the services for low-income/at-risk customers.

(2) Any information received from individual customers which serves to identify them individually, by usage or status, shall not be released by a utility to any source other than a utility low-income assistance program or the customer, without the customer's consent. In preparing summaries or reports, a utility shall not provide any information from which the identity, usage, or account status of any individual customer can be ascertained.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00.

PSC 113.0506 Stray voltage service fees. (1) All investor-owned electric utilities which have annual gross operating revenues related to electricity of less than \$100,000,000 and all electric cooperatives with retail customers organized under ch. 185, Stats., will be assessed a service fee of \$500 per investigation under the scope of the stray voltage program.

(2) All investor-owned electric utilities which have annual gross operating revenues related to electricity of more than \$100,000,000 shall be assessed according to s. 196.857 (1m), Stats.

(3) Electric cooperatives with retail customers organized under ch. 185, Stats., will be assessed a total of \$50,000 annually. Each electric cooperative shall provide an equal portion for this assessment. The amounts received under this paragraph shall be credited to the appropriation made in s. 20.155 (1) (L), Stats., and credited against the assessment collected under s. 196.857 (1m) (a), Stats. The cooperatives shall pay the total amount that is assessed within 30 days after it receives a bill for that amount from