



Bureau of  
Energy Resources,  
United States  
Department of State



National  
Association of  
Regulatory  
Utility  
Commissioners

# Development of a Monitoring Process in Illinois

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September 3, 2015





## Monitoring Performance

- Open and transparent
- Litigation, Reporting, Investigations, etc.
- Stakeholders
- Barriers



## Illinois Example

- IPP verses Alternate Retail Electric Supplier (ARES) obligations
- Disparate and numerous entities vs. a central utility
- Monitoring what?
- Monitoring how?



## Illinois Example

- Utility Performance
  - Distribution and Retail
  - Reliability, Customer, Policy
- Alternate Retail Electric Supplier (ARES) Performance
  - Only Retail



## Reporting Requirements

- Monitoring what?
- Limited Resources
- Metric Performance
  - Annual Reports
  - Record Retention



# Reporting Requirements

- Utilities
  - Reliability – Admin Code Part 0411
    - Metrics
      - Reliability Indices: SAIDI, SAIFI, etc.
    - Record keeping and reporting
      - Interruptions:
        - » Number, duration, cause, Circuit numbers, geography, call center volume, etc.
      - Annual report to the Commission
        - » Plan for future investment, cost/benefit analysis, metrics, interruptions, complaints, worst performing circuits, etc.
    - Customer satisfaction



# Reporting Requirements

- Utilities
  - Customers – Eligibility, Deposits, Billing, Payments, Refunds and Disconnection – Admin Code Part 0280
    - Applications
    - Deposits
    - Billing
    - Payment and payment arrangements
    - Refunds and credits
    - Disconnection and reconnection
    - Unauthorized usage
    - Complaint process
    - Information



# Reporting Requirements

- ARES
  - Certification – IL PUA sections 16-115 (A), (B), (C), and (D), and Admin Code Part 0451
    - Discrimination
    - Financial, managerial, and technical requirements
    - Annual reporting
    - Marketing and compliance with Consumer Fraud and Deceptive Business Practices Act
    - Support for claims of technology or fuel type
    - Policy obligations
      - RPS, coal, etc.





# Reporting Requirements

- ARES
  - Standards and Obligations – Admin Code Part 0410, and 412
    - Metering and service standards
    - Call centers
    - Marketing practices
    - Dispute resolution and customer complaint reports



## Monitoring Process

- Monitoring how?
- Development of the process
- Stakeholder engagement
- Legislative process, rulemaking process



## Monitoring Process

- Different approaches for different standards
  - Cyber security example
- Required litigation cases, compliance reporting



## Illinois Commerce Commission Staff

- Reliability reporting
- Required compliance reporting and litigation
- A flexible process
  - IPA and AMI update examples



## Illinois Commerce Commission Staff

- Office of Retail Market Development
- Litigated dockets
- Workshop process



## eDocket

- A **docket** is an ongoing record of a case, as well as its material properties, such as reports, testimony, exhibits, and so forth. In the e-Docket system, a docket consists of the following principal components:
  - **Docket Details**
  - **Docket Sheet** - An abridged record of the proceedings in a case.
  - **Staff Assigned** - ICC staff members who have active roles in a case: Hearing Examiner, Case Manager, Staff Attorney, or Case Staff.
  - **Service List**
  - **Case Schedule**
  - **Documents** - Materials filed in a case: briefs, testimony, exhibits, and so forth.
    - The documents component of a case is like an —electronic case folder, paralleling the paper-based system of filing paper documents in case folders in a filing cabinet.



# Illinois Office of Retail Market Development

- [Pluginillinois.org](http://Pluginillinois.org)
- Customers

- ▶ [What Are Your Choices?](#)
- ▶ [Municipal Aggregation](#)
- ▶ [Understanding the Utility's Electric Supply Price](#)
- ▶ [Historical Prices to Compare](#)
- ▶ [The Switching Process](#)
- ▶ [Customer Complaint Statistics](#)
- ▶ [List of Suppliers](#)
- ▶ [Energy Assistance](#)



# Illinois Office of Retail Market Development

- Complaints
  - Scorecard based of market average



## Retail Electric Supplier Complaint Scorecard

Complaint Rates for November 2014 through April 2015

The following Complaint Scorecard shows how each of the retail electric suppliers' rate of complaints compares to the average rate of complaints for the entire residential market.

A five star methodology was implemented on the February 2013 Complaint Scorecard due to the increased number of electric suppliers serving residential customers.

Legend:



- = Lowest Complaint Rate
- = Lower than Average Rate of Complaints
- = Average Complaint Rate
- = Higher than Average Rate of Complaints
- = Highest Complaint Rate

Rank	Supplier	May 2015 Complaint Score	Complaint Score Last Month
1	Everyday Energy f/k/a FTR Energy*	★★★★★	★★★★★
2	AEP Energy	★★★★★	★★★★★
3	MidAmerican Energy	★★★★★	★★★★★
4	Dynegy Energy*	★★★★★	★★★★★
5	Energy ma	★★★★★	★★★★★





## Monitoring

- Characteristics – who, what, how
- Open and transparent
- Goals and flexibility
- Process, not a destination: Record and retain info to analyze trends to see if changes to rules or laws are needed



# Questions?