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**BEFORE THE  
CORPORATION COMMISSION OF THE STATE OF OKLAHOMA**

IN THE MATTER OF THE APPLICATION OF )  
**OKLAHOMA GAS AND ELECTRIC COMPANY** )  
FOR AN ORDER OF THE COMMISSION )  
AUTHORIZING APPLICANT TO MODIFY ITS )  
RATES, CHARGES, AND TARIFFS FOR RETAIL )  
ELECTRIC SERVICE IN OKLAHOMA )

Cause No. PUD 200800398

**FILED**

JUN 01 2009

Amended Supplemental Testimony

of

Kenneth Grant

on behalf of

Oklahoma Gas and Electric Company

June 1, 2009

COURT CLERK'S OFFICE — OKC  
CORPORATION COMMISSION  
OF OKLAHOMA

Kenneth Grant  
*Supplemental Testimony*

1 Q. **Would you please state your name and business address?**

2 A. My name is Kenneth Grant. My business address is 321 North Harvey, Oklahoma City,  
3 Oklahoma 73102.

4  
5 Q. **By whom are you employed and in what capacity?**

6 A. I am employed by the Oklahoma Gas and Electric Company (“OG&E” or “Company”) as  
7 Managing Director of Marketing.

8  
9 Q. **Have you testified previously before the Commission in this Cause?**

10 A. Yes, on February 27, 2009, I submitted Direct Testimony in this Cause.

11  
12 Q. **What is the purpose of your Supplemental Testimony?**

13 A. The purpose of my Supplemental Testimony is to support the Company’s request for a  
14 waiver of OAC 165:35-21-21(3), found at page 3, lines 15 and 16 of my Direct  
15 Testimony with regard to all locations where OG&E’s SmartPower program is utilized. I  
16 will discuss the basis for the waiver request and OG&E’s current practices on disconnect  
17 notification.

18  
19 Q. **Before you discuss the Company’s request for a waiver of OAC 165:35-21-21(3),  
20 please describe OG&E’s current notification procedures for the disconnection of  
21 service.**

1 A. OG&E complies with the Commission’s Electric Rules for all notification requirements  
2 regarding disconnections. Specifically, OAC 165:35-21-20 provides the notice  
3 requirements. For residential customers, OG&E’s notification procedures are to send the  
4 ten (10) day notice, required under OAC 165:35-21-20(b), within one week after an  
5 account has become delinquent. A second forty-eight (48) hour notice, required under  
6 OAC 165:35-21-20(a) and (c), is sent as a part of the next bill assessed after an account  
7 has become delinquent. In addition to these required notices, the Company also initiates  
8 an automated call four (4) days prior to the date of disconnection and another call by a  
9 Customer Service representative one day prior to the date of disconnection.

10

11 Q. **Are the two types of calls you just mentioned required by the Electric Rules?**

12 A. No, this is a policy the Company has adopted to provide as much notice to residential  
13 customers as possible prior to effecting a disconnection of service.

14

15 Q. **Are there any other notice requirements under the Electric Rules relating to  
16 disconnection of service?**

17 A. OAC 165:35-21-21(3) requires that the utility “shall leave a written statement at the  
18 premises that service has been disconnected, the reason for the disconnection, and the  
19 telephone number and address where the consumer may arrange to have the service  
20 reconnected”.

21

22 Q. **What is the Company requesting in this application with respect to the above  
23 mentioned rule?**

1 A. The Company is requesting a waiver of the requirements of OAC 165:35-21-21(3) for all  
2 services where “SmartPower” technology is in place (*i.e.*, in the Norman area and in any  
3 future location within our system where “SmartPower” is implemented).

4  
5 **Q. Please explain the reasons for this request.**

6 A. As described at page 7, lines 17 through 23 of my Direct Testimony, one of the benefits  
7 of “SmartPower” technology is that it will allow the Company to remotely disconnect  
8 and reconnect service without the expense of dispatching a service vehicle to physically  
9 perform a disconnection or reconnection. Because a disconnection will be done remotely  
10 there will be no Company personnel at the location to leave the written notice required by  
11 OAC 165:35-21-21(3). Dispatching someone to leave this after the fact notice will result  
12 in costs that would otherwise not be incurred because of the technology being employed.  
13 Since the disconnect notice is left at the door after the disconnection is made, it serves  
14 very little purpose and the site visit requirement creates a significant expense for the  
15 Company which ultimately is passed on to OG&E’s customers. OG&E believes that its  
16 outbound calling program is more effective in reaching customers and preventing the  
17 need for disconnection.

18  
19 **Q. How will a customer get the information that would have been left on the notice  
20 required by OAC 165:35-21-21(3)?**

21 A. The information regarding why the service was disconnected and the telephone number  
22 and address where the customer can arrange for a reconnection are part of the two  
23 separate notices given to each customer under OAC 165:35-21-20.

1

2 Q. **Is there a revised tariff page?**

3 A. Yes. Please see Exhibit "A" to this testimony. This tariff was submitted by the Company  
4 in Cause No. PUD 200800375 in which the Company sought a similar waiver with  
5 respect to the demonstration project discussed in my Direct Testimony beginning at page  
6 11, line 11 through page 13, line 4.

7

8 Q. **Does this conclude your testimony?**

9 A. Yes, it does.

OKLAHOMA GAS AND ELECTRIC COMPANY  
P. O. Box 321  
Oklahoma City, Oklahoma 73101

Original \_\_\_\_\_ Sheet No. 113  
Replacing \_\_\_\_\_ Sheet No. \_\_\_\_\_

**Terms and Conditions of Service**

**Part II. General Information**

Removed due to late payments, they must wait 12 months before becoming eligible for reinstatement to the AMB plan.

Billing under this plan may be automatically terminated upon discontinuance of service. Any amounts owed for service billed under this plan shall be due as any other final bill for service. Any amounts overpaid for service billed under this plan shall be refunded to the consumer by check.

**D. Plan withdrawal**

When a consumer withdraws from the plan but does not discontinue service with the Company, the consumer will have the option of paying the accrued balance in full, or if qualified, under a deferred payment plan agreement. Any refund due the consumer will be made by billing credit unless the consumer requests otherwise.

218 (Reserved for future use)

219 **DISCONNECTION FOR SMART METER RESIDENTIAL AND SMALL COMMERCIAL CUSTOMERS**

(AT) Residential and small commercial customers that are taking service anywhere Smart Meter and supporting technology and infrastructure are available, will be provided with a Smart Meter that will, among other things, allow for remote disconnection of service. Due to this new technology and at these certain "Smart Meter "locations, the Company will no longer leave a written statement at the premises upon a remote disconnection of service, as is normally required by OAC 165:35-21-21(3). This new policy constitutes a variance from OAC 165:35-21-21(3) and was approved by Order Nos. 568005 and \_\_\_\_\_, issued in Cause Nos. PUD 200800375 and 200800398. Customers will receive various alternative disconnection notices as listed in Order No. 568005, issued in Cause No. PUD 200800375.

**Effective Date**

**Terms and Conditions authorized by the  
Oklahoma Corporation Commission by:  
Cause No. PUD 200800375  
Order No. 568005  
Order Date 05/29/09**