

Service Date: March 20, 2015

DEPARTMENT OF PUBLIC SERVICE REGULATION
BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MONTANA

IN THE MATTER of the Public Service) REGULATORY DIVISION
Commission's Investigation into Continual)
Utility Service Agreements with Landlord)
Customers) DOCKET NO. N2015.3.26

NOTICE OF ROUNDTABLE AND REQUEST FOR COMMENTS

Commissioners and staff have been contacted over the past several years through various channels (hearings, complaints, phone calls, letters, etc.) by individuals and entities involved in real estate and property management, expressing concerns about the transition procedures used when utility service to a residence occupied by a tenant is scheduled to be disconnected. At a work session held on March 17, 2015, the Commission directed staff to issue a notice scheduling a roundtable to receive input from regulated utilities and interested persons regarding these issues. The roundtable will be held in the Commission's Bollinger Room, 1701 Prospect Avenue, Helena, MT, on May 5, 2015, starting at 1:30 pm.

The Commission invites comments on the following issues and questions:

1. What utility service transition issues currently exist between utility companies and property owners/landlords?
2. Should an administrative rule be adopted to address landlord-tenant issues pertaining to utility services?
3. If adopted, what general requirements should be covered in an administrative rule?
4. What are the advantages of having an administrative rule that covers issues related to landlord-tenant services?
5. What are the disadvantages of having an administrative rule that covers issues related to landlord-tenant services?

6. If you believe the Commission does not have the legal authority to conduct rulemaking on these issues please explain why.
7. If you believe the Commission should undertake rulemaking on this matter, please submit proposed language.
8. What should be included in a landlord-tenant agreement/continuous service agreement?
9. What utility-related tenant information should property owners have access to?
10. How does each utility currently handle landlord-tenant issues related to continuous service agreements, access to account information, ability to manage accounts online, etc? Each utility company is asked to provide copies of all forms and agreements used for the landlord-tenant process.
11. Is there information on the utility website detailing the landlord continuous service agreement and the utility policies for disconnection of service to a tenant?
12. Please describe the landlord notification process when utility service to their property is set to be disconnected.
13. Are landlord customers notified via e-mail or text messaging when service to their property is set to be disconnected, whether for non-payment or at customer request? If not, what prohibits a utility from providing notification in this manner?
14. How many landlord-tenant/continuous service agreements are currently on file with the utility?
15. Please comment on any other issues not previously mentioned related to this issue.

In order to gather information to inform the roundtable discussion, the Commission requests that interested persons submit written comments on the issues listed above no later than April 24, 2015. Written comments must be mailed to the Commission at PO Box 202601, Helena, MT 59620, or hand-delivered to the Commission at 1701 Prospect Ave, Helena, MT. Comments should also be submitted electronically by e-filing them on the Commission's website at <http://psc.mt.gov> ("Account Login/Registration" under "Electronic Documents" tab.) Public comments may also be submitted to the Commission through the Commission's website <http://psc.mt.gov/consumers/comments/>.

The Commission strongly encourages the participation of all Montana regulated gas and electric utilities. For roundtable organizational purposes, please notify Tina Shorten at

tshorten@mt.gov, or 406-444-6380, no later than April 24, 2015, concerning who will be in attendance.

BY THE MONTANA PUBLIC SERVICE COMMISSION

BRAD JOHNSON, Chairman
TRAVIS KAVULLA, Vice Chairman
KIRK BUSHMAN, Commissioner
ROGER KOOPMAN, Commissioner
BOB LAKE, Commissioner