

1 BEFORE THE STATE OF NEW HAMPSHIRE

2
3 PUBLIC UTILITIES COMMISSION
4

5	_____)	
6)	
7	INVESTIGATION INTO PURCHASE OF)	DE 12-097
8	RECEIVABLES, CUSTOMER REFERRAL)	
9	AND ELECTRONIC INTERFACE FOR)	March 1, 2013
10	ELECTRIC DISTRIBUTION UTILITIES)	
11	_____)	

12
13 **DIRECT TESTIMONY OF TAFF TSCHAMLER**
14 **FOR NORTH AMERICAN POWER AND GAS, LLC.**
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16
17 **Q. PLEASE STATE YOUR NAME, EMPLOYER, JOB TITLE AND BUSINESS**
18 **ADDRESS.**

19 **A.** My name is Taff Tschamler, I am Senior Vice President of Business Development at North
20 American Power and Gas, LLC (“NAPG” or the “Company”). My business address is 20
21 Glover Avenue, Norwalk, Connecticut.

22 **Q. WHAT ARE YOUR RESPONSIBILITIES AS SENIOR VICE PRESIDENT FOR**
23 **NAPG?**

24 **A.** I am primarily responsible for expanding NAPG’s growth. I lead initiatives to enter new
25 markets, roll out new products and implement operational improvements. In addition, I play
26 a leadership role in many of the Company’s key strategic initiatives, including policy
27 initiatives, capital raising and development of new business partnerships.

28 **Q. WHAT IS YOUR EDUCATIONAL BACKGROUND AND EXPERIENCE PRIOR TO**
29 **NAPG?**

30 **A.** I have 20 years of experience in the energy industry with a wide range of analytical,
31 management and strategy roles. Immediately prior to coming to NAPG, I served as Director
32 of the retail energy practice at KEMA, a consulting firm, in charge of its retail energy
33 advisory service, retail benchmarking service and retail consulting business. In this capacity,

1 I advised senior management of numerous retailers, utilities and investors on market
2 conditions, investment opportunities and growth strategies in the competitive energy
3 business. I have not previously testified before any state public utility commissions. I hold a
4 Bachelor's degree in Economics from the University of Maine and a Master of Public Policy
5 degree from the College of William & Mary.

6 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

7 **A.** At the time of the initial Supplier pre-filed testimony, in July 2012, NAPG was a party to this
8 proceeding but had not yet been licensed to enter the New Hampshire retail market.

9 Consequently, NAPG chose not to file testimony. Upon being licensed and entering the local
10 market in late 2012, NAPG has realized a range of deficiencies in the availability of basic
11 data required to efficiently operate and provide our customers with high levels of service.
12 NAPG believes these deficiencies should be reviewed by the Public Utilities Commission
13 ("Commission") in this docket. NAPG's recommendations are similar to, but expand on, the
14 electronic interface/EDI testimony of the Retail Energy Supply Association ("RESA")
15 witnesses filed on July 13, 2012. At this time, my limited testimony is not seeking to
16 address RESA's recommendations relative to a purchase of receivables ("POR") program or
17 a customer referral program.

18 **Q. WHAT ISSUES HAVE YOU ENCOUNTERED THAT HAVE LED TO YOUR**
19 **RECOMMENDATIONS RELATIVE TO EDI PROCESSES?**

20
21 **A.** Certain information made available to NAPG in the ordinary course by Public Service
22 Company of New Hampshire ("PSNH") has proven to be insufficient for NAPG to
23 accurately track the accounts receivable of our New Hampshire electricity customers. In
24 particular, we lack information as to which of our customers have opted for PSNH budget
25 billing and/or alternative payment arrangements and the corresponding payment status of

1 these customers with PSNH. The lack of this information can result in unnecessary
2 placement of these customers in our collections process.

3 **Q. HOW DO YOU PROPOSE TO ADDRESS THESE INFORMATION ISSUES?**

4 **A.** First, NAPG strongly supports RESA's recommendation of a "sync" report (see RESA
5 testimony at pp. 15-16) but request that it be issued monthly (rather than quarterly) and that it
6 include at least the following information: customer name, PSNH account number,
7 applicable NAPG rate, budget billing status, payment arrangement status, utility rate class,
8 and meter start and end dates. This additional information, received on a monthly basis, will
9 allow us to better track the accounts receivable status of our customers. In addition, the data
10 will allow NAPG to reconcile our account records with those of the utility.

11 Second, NAPG supports development of either an EDI transaction or an ad hoc report that
12 will indicate each time an NAPG retail customer is placed on a budget billing or a payment
13 arrangement. This is an important action taken by the utility that affects the payment stream
14 NAPG receives relative to a given customer, and NAPG needs this information soon after it
15 happens.

16 Third, NAPG supports development of modifications to the EDI or ad hoc reporting process
17 that includes customer-specific accounts receivable information, including invoice date(s),
18 amounts paid by date, outstanding balance (both PSNH and NAPG), and an indicator of
19 whether the customer is current or late with PSNH.

20 Finally, we support RESA's recommendations (see RESA testimony at p. 16) requesting
21 annual ICAP tag updates as an EDI change transaction. This information is needed to bill
22 customers accurately and to avoid customer confusion.

23 **Q. DOES THAT CONCLUDE YOUR DIRECT TESTIMONY?**

24 **A.** Yes.