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Allegheny Energy

LEGAL SERVICES

INDEPENDENT REGULATORY  
REVIEW COMMISSION

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VIA U.P.S. NEXT DAY

April 14, 2009

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

**Re: Rulemaking to Amend the Provisions of 52 Pa. Code, Chapter 56  
to Comply with the Provisions of 66 Pa. C.S., Chapter 14; General  
Review of Regulations; Docket No. L-00060182**

Dear Secretary McNulty:

Allegheny Power files Comments in response to the Secretarial Letter dated March 31, 2009, concerning electronic billing programs. As requested in the Secretarial Letter the Company's Comments concerning electronic billing are filed at the above-captioned docket which is also the docket for comments concerning the Commission's revisions to Chapter 56 of its regulations to incorporate statutory changes at Chapter 14 of the Public Utility Code. The Company's Comments concerning the revisions to Chapter 56 of the Commission's regulations will follow at a later date. The Company responds to the Commission's specific issues about electronic billing as follows:

1. Describe the scope and description of current e-billing programs?

Allegheny Power's e-billing program, known as EasyPay, provides all of the billing information electronically along with any inserts and newsletters in the exact same format as a customer receives via paper. The program is an option for customers who request to receive their bill electronically. Some of the benefits of e-billing are the elimination of paper bill for participating customers, environmentally friendly elimination of paper waste, the ease of electronic filing, and elimination of time-consuming and costly mailing.

2. What are the current levels of participation in current e-billing programs?

Allegheny Power's e-billing customer base as of the end of March 2009 is 94,967 customers. The Company has been averaging an annual growth rate for e-billing of almost 18% over each of the past 4 years.

3. Are there any changes to tariffs made or which should be made to tariffs to implement e-billing?

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None.

4. Describe any changes you have made to your e-billing programs since the inception of the programs?

No changes have been made to the program except to accommodate the Company bill redesign. The accommodation kept the format of the electronic bill the same as the paper bill.

5. Describe information that was or will be contained in bill inserts and other communications to customers explaining e-billing along with copies of those documents?


Allegheny Power has had bill inserts and other communication to customers explaining e-billing. The Company sent out one bill insert in May 2005 (attached as Exhibit A). The Company also promotes e-billing on its website (example attached as Exhibit B). The Company also places an article promoting its electronic billing once a year in its quarterly newsletter (example attached as Exhibit C).

6. Are there any other concerns regarding e-billing that the PUC should consider.

The e-bill program of Allegheny Power has been very successful and the Company believes that many customers would complain if the option were not available to them.

These Comments are filed electronically and by UPS Next Day and are deemed filed today.

Very truly yours,

  
John L. Munsch  
Attorney

JLM:sac

Enclosures

## EXHIBIT A

Pay bills  
online --  
safely and  
securely.

Allegheny Power's EasyPay is the safe, reliable way to receive, pay and track your electric bill online. You get confidence—and a guarantee that your payments are protected.

EasyPay is powered by CheckFree®—The Company that Powers Payment on the Web.<sup>SM</sup> It's fast and simple to use, and it's a proven solution for paying bills securely online. The best thing about using EasyPay is that you will have no checks to write and no envelopes to mail, which means less hassle for you!

Now you get the convenience and simplicity of online payments — without the worry. Start today at [www.alleghenypower.com](http://www.alleghenypower.com).

| powered by **Checkfree®** |



[www.alleghenypower.com](http://www.alleghenypower.com)

EasyPay



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[Pay Your Bill](#)

## EasyPay

### Frequently Asked Questions

#### Receive and Pay your Bills Online

Allegheny Power has made some "electrifying" new changes to EasyPay by partnering with CheckFree Corporation.

Allegheny Power is pleased to offer you the option of receiving and paying your electric bill over the Internet, with EasyPay. EasyPay is available now --free of charge-- to all electric customers. EasyPay provides you with an electronic version of your paper bill that can be viewed securely from most computers with Internet access. And with the click of a mouse, you can pay your bills online through an electronic transfer of funds from your checking account. No checks. No stamps. No hassle!

[Click here](#) to sign in or enroll in our new EasyPay service. With EasyPay, you will no longer receive a paper bill after one billing cycle. Please see our EasyPay [Terms and Conditions](#).

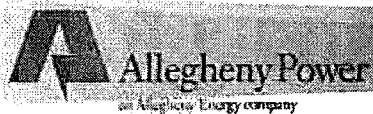
[Please click here](#) to see a demo of our new EasyPay site. You will see how Easy it is to Pay your bills with EasyPay.

Although the Allegheny Power web site is designed for Allegheny Power customers, with our new service offering, you will also have the ability to receive and pay other household bills offered through CheckFree services. In addition, Allegheny Power's electronic bill is delivered to a number of bill service providers, such as US Postal Service, Bank of America or Yahoo, so you can pay all of your household bills at one location. *Some service providers may charge a fee to handle your bill payments.*

When you find the provider you prefer, enroll at that site. You will find Allegheny Power listed as one of the available e-billers. During the enrollment process, please have your Allegheny Power account number and your bank account information available. After that, paying your bill is as easy as the click of a mouse!

And remember, no matter where you pay your bill, if you have questions about your Allegheny Power account, [click here](#) to send us an email, or you can call our Customer Service Center at 1-800-Allegheny (1-800-255-3443).

# alleghenycustomer



Third Quarter 2007

For questions or service, call 1-800-ALLEGHENY (1-800-255-3443)

## We're turning over a new leaf.

In our ongoing efforts to help you conserve energy and save money on your electric bill, we have added a new feature to our quarterly newsletter. Check the GREEN & POWER section for ways to conserve electricity, weatherization tips for your home and information about energy efficiency. Using energy wisely is not only good for the environment – it can help you save money.

## GREEN & POWER

When shopping for appliances, be sure to look for the Energy Star™ label. Because they use less energy, these products help protect the environment and can save you money. For more information, visit [www.energystar.gov](http://www.energystar.gov).



## Block the Drafts in your Home this Winter

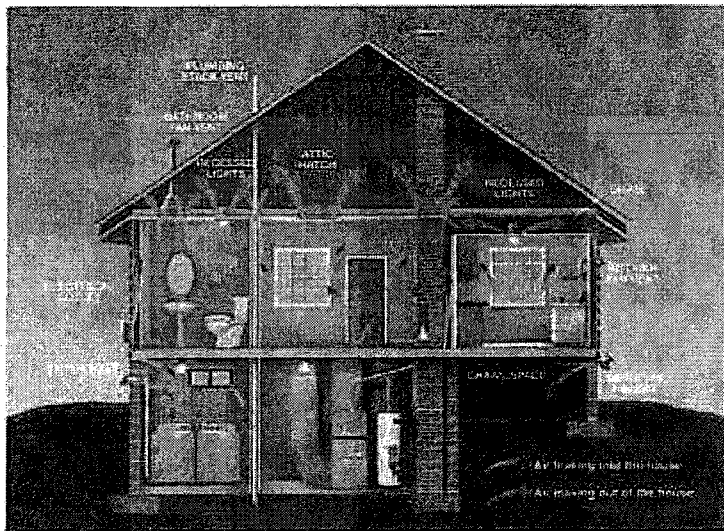
There are steps you can take while the weather is warm to prepare your home for falling temperatures. Blocking and sealing air leaks can improve the efficiency of your home and the performance of your heating system. To help avoid drafts and save money this winter season:

- 1 Make sure your home is insulated to adequate standards. Properly installed insulation in walls, floors and attics regulates temperatures throughout the house.
- 2 Replace broken window glass, worn weather stripping and improperly fitting doors.

- 3 Install a tight-fitting damper in your fireplace and keep it closed when the fireplace is not in use. When dampers are open, they allow the natural draft of chimneys to pull heated air from inside your home.

For more information, visit [www.alleghenypower.com](http://www.alleghenypower.com) and download a copy of our "100 Ways to Help Control Your Energy Bill" brochure.

*Illustration courtesy of the U.S. Environmental Protection Agency*



## SAFETY TIP



Don't wait for the first cold snap to have your power restored. If your electric service has been disconnected for non-payment, pay now and have your power restored before the first frost. Call 1-800-Allegheny (1-800-255-3443) and avoid the inconvenience of being without electricity by setting up a payment arrangement today.

Visit us online at [www.alleghenypower.com](http://www.alleghenypower.com)

alleghenycustomer

Visit us online at [www.alleghenypower.com](http://www.alleghenypower.com)

## Online Bill Payment: Fast, Secure and Easy to Use

As a customer service representative for Allegheny Power, I realize the importance of responding to your inquiries quickly and providing you with accurate information. I am often asked about our various bill payment options. We offer a variety of services and plans that are designed to make bill payment more convenient. They are fast, secure and easy to use.

### EasyPay

EasyPay gives you the option of receiving and paying your electric bill on the Internet. There are no checks to write or envelopes to mail – and it's free! Join the more than 70,000 customers who have signed up for EasyPay.

### PowerPay

Through PowerPay, your bank can automatically deduct the amount of your bill directly from your checking or savings account. It is a good option to use if you do not feel comfortable paying your bill online. The service is free, and payments made through PowerPay are tracked on future bills and on your bank

"Providing good customer service is important to Allegheny Power, and it's important to me."



*Debra Shuman, Customer Service Representative  
Customer Service Center, Fairmont, W.Va.*

statement. You can enroll in PowerPay by signing the back of the return portion of your Allegheny Power bill.

### Paymybill.com

Paymybill.com allows you to pay your electric bill through the Internet or over the phone by credit card, debit card or check. The service is convenient and easy to use; however, the service provider charges a fee for each transaction.

We still offer traditional payment methods. You can pay by mail or at a local payment agency (some agencies may charge a processing fee).

Enrolling in one of our bill payment options is easy. Just visit [www.alleghenypower.com](http://www.alleghenypower.com) or call **1-800-Allegheny** (1-800-255-3443) for more information.

## A New 'Voice' for Customer Service

Beginning this fall, customers who call our Customer Service Center will experience the convenience of our new Voice Response Technology (VRT) system. Instead of using your phone's keypad to navigate through our interactive system, you will be able to say what you need and the VRT system will process your request.

Some of the benefits of the new

system are ease of use, faster access to account information and the ability to perform more functions through our interactive phone system. You can report a power outage, make payment arrangements, enter your meter reading information and much more.

The new phone system will soon be available to a limited number of customers. All cus-



tomers will have access to this new interactive service beginning in the fall.

If you have any questions regarding our new VRT system, call us at **1-800-Allegheny** (1-800-255-3443). We look forward to *hearing* from you!



### CALL US

For electrical emergencies and outages, call us at **1-800-Allegheny** (1-800-255-3443) 24 hours a day. For other business and account

calls, please call between 6 a.m. and 8 p.m. weekdays and from 8 a.m. to 4:30 p.m. on weekends.