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SCE&G
A SCANA COMPANY

January 15, 2019

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PSC SC
CLERK'S OFFICE

Ms. Jocelyn Boyd
Chief Clerk & Administrator
Public Service Commission of S. C.
101 Executive Center Drive
Columbia, SC 29210

Re: Request of the Public Service Commission for Information on Termination of Electric and/or Gas Service

Dear Ms. Boyd:

Pursuant to the letter received from Mr. David Butler, Esq., dated January 13, 2005, enclosed is South Carolina Electric & Gas Company's (SCE&G's) information regarding involuntary termination of both electric and gas customers' services. This report covers involuntary terminations in the second quarter of 2018.

A copy of this report is being provided to the Office of Regulatory Staff.

Sincerely,

Samuel L. Dozier

Enclosures

C: F. David Butler, Esq.
Dawn Hipp
Byron W. Hinson
K. Chad Burgess
Nanette S. Edwards

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 1 of 16

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ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 2 of 16

South Carolina Electric and Gas
Disconnect Statistics
4th Quarter 2018

Disconnects

	DNPs Generated	Resolved	DNP's Completed	% Complete vs Generated
October				
Residential	24,971	19,541	5,430	22%
Non-Residential	1,735	1,370	365	21%
Total	**26,706**	**20,911**	**5,795**	**22%**
November				
Residential	24,684	20,176	4,508	18%
Non-Residential	1,739	1,426	313	18%
Total	**26,423**	**21,602**	**4,821**	**18%**
December				
Residential	20,228	16,908	3,320	16%
Non-Residential	1,313	1,078	235	18%
Total	**21,541**	**17,986**	**3,555**	**17%**
Grand Totals				
Residential	69,883	56,625	13,258	**19%**
Non-Residential	4,787	3,874	913	**19%**
	74,670	**60,499**	**14,171**	**19%**
Avg monthly total	24,890	20,166	4,724	

Resolved indicates payment received or arrangements made (Short term arrangement, Deferred Payment Plan, Medical Certificates, etc.)

Reconnects

	Same Day Reconnect	One Day	Two Days	Three Days	Four Days	Five Days	> Five Days	No Reconnect	Total
October									
Residential	2807	600	222	149	89	54	277	1232	**5,430**
Non-Residential	158	30	17	14	9	2	40	95	**365**
Total	**2,965**	**630**	**239**	**163**	**98**	**56**	**317**	**1,327**	**5,795**
% Reconnected	51%	11%	4%	3%	2%	1%	5%	23%	
November									
Residential	2494	537	166	86	50	33	219	923	**4,508**
Non-Residential	133	36	15	13	4	2	27	83	**313**
Total	**2,627**	**573**	**181**	**99**	**54**	**35**	**246**	**1,006**	**4,821**
% Reconnected	54%	12%	4%	2%	1%	1%	5%	21%	
December									
Residential	1950	430	122	71	64	31	167	485	**3,320**
Non-Residential	108	39	9	10	6	3	18	42	**235**
Total	**2,058**	**469**	**131**	**81**	**70**	**34**	**185**	**527**	**3,555**
% Reconnected	58%	13%	4%	2%	2%	1%	5%	15%	
Grand Totals									
Residential	7,251	1,567	510	306	203	118	663	2,640	13,258
Non-Residential	399	105	41	37	19	7	85	220	913
Total	**7,650**	**1,672**	**551**	**343**	**222**	**125**	**748**	**2,860**	**14,171**
% Reconnected	**54%**	**12%**	**4%**	**2%**	**2%**	**1%**	**5%**	**20%**	

If payment is not received within 10 days of the disconnect date, the account is final billed. Those accounts falling in that category are indicated by "no reconnect".

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1/15/2019

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 3 of 16

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 4 of 16

13 blank

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 5 of 16

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System-wide Disconnect Statistics
4th Quarter 2018

Reasons for involuntary termination:
Safety – hazardous meter situations
Energy Diversion
Disconnect Non-payment

Safety:

- During the 4th quarter of 2018, there were no active meters turned off for safety reasons.

Energy Diversion:

- There were no active meters disconnected due to Energy Diversion.

Disconnect for non-payment:

- 14,171 disconnect orders were completed during the 4th quarter of 2018. This represents an estimated 13,108 unique customers. 94% of these customers are residential customers and 6% are non-residential.
- 81% of the disconnect orders generated were canceled due to a payment or arrangement (Deferred Payment Agreement, Short Term Arrangement, etc.)
- The average daily number of disconnect orders completed was 236.
- Of the customers who were disconnected, 66% reconnected within a 24 hour period. 8% of customers were disconnected two or more times during this period.
- There were 242 accounts with medical certificates for the month of December.

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South Carolina Electric & Gas Company

Termination of Service Due To Non-Payment

Written Procedures for its Electric and Natural Gas Operations

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 7 of 16

Table of Contents

GENERAL INFORMATION 3
NORMAL NOTIFICATIONS 4
FIRST NOTICE 4
FINAL NOTICE 4
SPECIAL NOTIFICATIONS 5
FIELD NOTIFICATION 5
WHITE CROSS NOTIFICATION 5
THIRD PARTY NOTIFICATION 5
PAYMENT ARRANGEMENT PLAN(S) 5
SHORT TERM ARRANGEMENT 6
DEFERRED PAYMENT PLAN 6
MEDICAL CERTIFICATE 6
SOCIAL SERVICE AGENCIES 6
STANDARDS FOR DETERMINING WEATHER CONDITIONS 6
WINTER GUIDELINE 7
SUMMER GUIDELINE 7
PAYMENT ACCEPTANCE AND RECONNECTION 7
SPECIAL CARE PROGRAMS 8
WHITE CROSS PROGRAM 8
WHITE CROSS PLUS+ PROGRAM 8

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 8 of 16

General Information

Bills for residential electric and gas service are past due 25 days after the billing date, i.e., the "statement date" on the customer's bill, and are subject to a late payment charge of 1.5%. If the bill or any portion thereof is not paid, the next month's bill will show the "past due" balance.

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 9 of 16

Normal Notifications

Before any residential customer's utility service is disconnected for non-payment, that customer is given multiple opportunities to pay a "past due" bill. In the notice, customers are provided a specific date and time by which to pay to avoid disconnection of electric and/or natural gas service.

First Notice

A first notice is mailed to the customer with the monthly billing statement, at least ten (10) days prior to the possible termination of service. This notice indicates that SCE&G intends to disconnect utility service. If the customer participates in the Third Party Notification program and has requested that another individual be notified before service is disconnected, such first notice is provided to the third party at this time.

The disconnection notice includes the following:

1. Address, telephone number and working hours of SCE&G representative to be contacted by the customer for the arrangement of a personal interview with an SCE&G employee with the authority to accept full payment or make other payment arrangements
2. The total amount owed
3. The date and amount of the last payment
4. The date by which the customer must either pay in full the amount outstanding or make satisfactory arrangements for payment by installments of such amount.
5. The availability of investigation and review of any unresolved dispute by the South Carolina Office of Regulatory Staff (ORS) and the ORS's toll free telephone number
6. A statement that service to a residential customer who qualifies as a special needs account customer (i.e., a White Cross Plus+ Program Participant) shall only be terminated in accordance with S.C. Code Ann. § 58-5-1110 and/or § 58-27-2510 et seq., as amended.
7. A statement that service to a residential service will not be terminated from December 1 to March 31 if the customer, or a member of his household at the premises being served, furnishes SCE&G, no less than three (3) days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by SCE&G and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires thirty-one (31) days after execution by the physician and may be renewed for an additional thirty (30) days no more than three (3) times.

Final Notice

A final notice is mailed to the customer four (4) days prior to disconnection of service. This notice informs the customer that his service is subject to termination for non-payment and includes options to avoid disconnection or to communicate disputes. If the customer participates in the Third Party Notification program and has requested that another individual be notified before service is disconnected, such final notice is provided to the third party at this time.

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 10 of 16

Special Notifications

Field Notification

Prior to disconnection, if field personnel believe a situation warrants additional investigation and are unable to speak with the customer, they will utilize a door hanger so long as there are no safety risks to the field personnel associated with leaving the door hanger (e.g., dogs). This allows the customer an additional 24 hours to contact SCE&G before disconnection.

White Cross Notification

Customers enrolled in the White Cross Program receive the Normal Notifications. Additionally, an attempt is made to contact the customer by phone prior to disconnection. If the attempt is successful (either live answer or answering machine), the customer is reminded of the impending disconnect.

Field personnel are also instructed to knock before working the disconnect on the initial attempt to disconnect service. If field personnel believe the situation warrants, the disconnection can be held for 24 hours and notification sent to the SCE&G Customer Assistance area for further research which may include an in-home visit by a Customer Assistance Advisor.

Third Party Notification

SCE&G supports the Third Party Notification program. This program is a safety net that allows others to be aware of a situation that may affect disconnection of electric and/or natural gas service. This is a voluntary program and is helpful to those who are ill, elderly or living alone. The program gives the account holder the option of naming another person to receive a copy of any disconnection notice that is sent by SCE&G. This person can be anyone you wish, such as a friend, relative, neighbor, clergy or even a social agency. The third party is not responsible for paying the bill.

The program has a built in feature to attempt to keep the customer's third party information current. For those actively participating in the Third Party Notification Program, an automated letter is generated every 2 years. The automated letter provides the Third Party contact information on file and encourages the customer to review the data and notify SCE&G of any changes.

Third Party Notification is a free service and may be set up by the customer, or by a concerned third party with the customer's permission. Please call 800-251-7234 to enroll in the Third Party Notification Program or if you have a special need that this program does not cover.

Payment Arrangement Plan(s)

SCE&G works directly with customers regarding payment options. Payment options are offered to customers who are unable to pay the full amount due for the electric and/or natural gas service.

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 11 of 16

Short Term Arrangement

For customers who have a satisfactory payment history as determined by SCE&G, a Short Term Arrangement is offered. This payment option allows a currently forecasted disconnect to be stopped and deferred to the next forecasted disconnect date.

Deferred Payment Plan

For customers who are unable to pay the full amount due and need to pay in installments or who have not kept previous Short Term Arrangements, a Deferred Payment Plan is offered. This payment option allows a customer to pay his past due amounts in monthly installments.

Medical Certificate

From December 1 to March 31, SCE&G will not disconnect a residential customer if the customer, or a member of his household at the premises being served, furnishes SCE&G, no less than three (3) days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by SCE&G and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires thirty-one (31) days after execution by the physician and may be renewed for an additional thirty (30) days no more than three (3) times.

For customers coming off Medical Certificate, field personnel are instructed to knock before working the medical certificate disconnect on the initial attempt to disconnect service.

Social Service Agencies

Customers who need information about social service agencies in their area should visit our website (www.sceg.com/agencies) or call 800-251-7234 to speak to an SCE&G representative.

SCE&G representatives are trained to identify customer situations where additional help is needed, and agency information is organized by geographical area and is readily available to representatives.

Additionally, SCE&G's Customer Assistance representatives work with the local community action agencies, churches, Salvation Army, etc. daily. These relationships can benefit customers by processing agency assistance pledges to cancel disconnection activity, and in some cases to re-establish electric and/or natural gas service.

Standards for Determining Weather Conditions

By utilizing NOAA (National Oceanic and Atmospheric Administration), SCE&G programmatically integrates the NOAA data for each local office within the service territory to provide area management with a weather based "disconnect" decision. For areas that meet the Temperature Guideline, disconnects will be suspended for that day for that area.

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 12 of 16

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 13 of 16

Winter Guideline

Residential electric and natural gas customers
December 1 through March 31

- Forecasted average of 32 degrees or less for ensuing 48-hour period.
  Note: Arithmetic average of the forecasted high and low temperature for ensuing 48-hour period.

Summer Guideline

Residential electric customers
June 1 through August 31

- Forecasted heat index of 105 or higher for ensuing 24-hour period.

Payment Acceptance and Reconnection

Customers will be notified through the Normal and Special Notifications of the date and time payment is due. To avoid disconnection or to initiate reconnection of electric and/or natural gas service, SCE&G provides online payment options and payment locations where customers can make payments and have them post to the SCE&G Customer system. Visit www.sceg.com/paymentoption for payment options or www.sceg.com/payment-locations for a current listing of authorized payment locations.

If field personnel are onsite to disconnect the service and the customer makes a good faith effort to pay the past due amount, field personnel will instruct the customer to make their payment at the nearest payment location and will hold the disconnection until the next business day.

Should a customer be disconnected for non-payment and makes a satisfactory payment before 6:00 pm, Monday through Friday, SCE&G will reconnect the service on the same day[1]. Should a customer be disconnected for non-payment and makes a satisfactory payment before noon Saturday, SCE&G will reconnect the service on the same day; otherwise, the reconnect will take place the next business day.

[1] Should Field Personnel, in their attempt to reconnect service, pick up load, service will not be reconnected.

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 14 of 16

Special Care Programs

White Cross Program

The White Cross Program of SCE&G is designed for a customer or family member who depends on electricity to operate essential medical equipment. As part of the program, an attempt is made to contact the White Cross customer via telephone should they be scheduled for disconnection of service due to non-payment. Additionally, customers are also called when a major storm is approaching so that they can make other arrangements to sustain their medical equipment should an outage occur.

In order to participate in the White Cross Program, customers must have telephone service in their home. Having a White Cross designation does not mean power will be restored more quickly than others, nor will credit action be deferred for non-payment of utility bills.

White Cross Plus+ Program

SCE&G recognizes that there are customers throughout the area with varying degrees of critical health issues and is committed to providing a more personalized level of assistance to these customers. To qualify for the White Cross Plus+ Program, the customer or a family member must be certified by a licensed health care provider[2] as being seriously ill[3] or on life support[4] on a form provided by the utility.

In addition to the Normal and Special Notifications, customers on the White Cross Plus+ Program will be personally contacted by a Customer Assistance Advisor to include an in-home visit, if needed, prior to any disconnect activity taking place. This approach will enable SCE&G's Customer Assistance representatives to work with the customer, their third party representative and, when applicable, with other agencies to address the customer's needs.

The White Cross Plus+ Program will help us handle these customers' accounts with special care; it does not prevent disconnection for non-payment.

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[2] "Licensed health care provider" means a licensed medical doctor, physician's assistant, nurse practitioner, or advanced-practice registered nurse.
[3] "Seriously ill" means having been certified by a licensed health care provider as (i) having Alzheimer's disease or dementia or (ii) having a condition or illness such that termination of electric service would be dangerous to the person's health.
[4] "Life support" means electronic medical equipment required to sustain life.

SCE&G customer service representatives and field service representatives are trained to identify customers with medical and/or special needs, and help them understand the types of financial assistance programs that may be available. Among those programs:

- White Cross – Provides a courtesy service for customers who require medical equipment in their homes. A courtesy automated call is made prior to disconnecting customers with special needs. SCE&G has approximately 5,634 White Cross customers.
- Weatherization – Some customers need assistance making their homes more energy efficient. Through employee volunteer efforts and corporate donations, SCE&G supports programs sponsored by local energy offices throughout the state to help many such customers. This program helps customers control their energy costs through home weatherization, improving energy efficiency. Through our volunteer partnership with these agencies, we have weatherized 20 homes throughout South Carolina since 2012.
- Low Income Home Energy Assistance Program – South Carolina's Low-Income Home Energy Assistance Program provides home energy assistance to help eligible low-income households meet their home heating and/or cooling needs. The amount of assistance provided depends on household income and home energy costs. Since the program began in 1980, more than $152 million in assistance has been provided to SCE&G customers. To be eligible, families must meet federal income poverty guidelines for a low-income household.
- The SCE&G Employee Good Neighbor Fund – Funded through the generous donations of SCE&G employees and retirees, this program provides temporary aid to individuals and families who are experiencing extreme financial difficulties and have exhausted other sources of help. Funds are administered exclusively through employee referrals to provide essentials such as food, medical, and shelter expenses. In 2017, approximately 300 families received financial assistance though the Good Neighbor Fund.
- Project Share – SCE&G customers, employees, and retires voluntarily contribute funds to this program. Donations in support of Project Share can be through a recurring or one-time contribution via bill payment, online, or via employee payroll deduction to assist eligible households served by SCE&G in meeting their home energy costs throughout the year. These funds are administered by the South Carolina Department of Administration's Office of Economic Opportunity and disbursed to local community action agencies. Since 1986, over $8.9 million in contributions have assisted over 46,800 customers. In 2017, over $170,000.00 in contributions assisted 531 customers. In February 2018, SCANA made a contribution of $100,000.00 to Project Share.

SCE&G customer service representatives regularly refer customers in need of assistance to local community action agencies, as well as state and private agencies that specialize in providing assistance. SCE&G's Website, www.sceg.com, provides a summary of available assistance.

ACCEPTED FOR PROCESSING - 2019 January 24 8:03 AM - SCPSC - 2006-193-EG - Page 15 of 16

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