



Todd S. Stewart  
Office: 717 236-1300 x242  
Direct: 717 703-0806  
tsstewart@hmslegal.com

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100 North Tenth Street, Harrisburg, PA 17101 Phone: 717.236.1300 Fax: 717.236.4841 [www.hmslegal.com](http://www.hmslegal.com)

March 2, 2015

**VIA ELECTRONIC FILING**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street – Filing Room  
Harrisburg, PA 17120

RE: Petition of Interstate Gas Supply, Inc. For Clarification; Docket No. P-2015-2464976;  
**CLARIFICATION IN RESPONSE TO ANSWER OF OFFICE OF CONSUMER  
ADVOCATE**

Dear Secretary Chiavetta:

On January 28, 2015, Interstate Gas Supply, Inc. (“IGS”) filed a Petition with the Pennsylvania Public Utility Commission (“Commission”) seeking clarification that its proposed enrollment and verification process complies with the Commission’s regulations at 52 Pa. Code § 111.7(b)(2). Copies of IGS’ Petition were served on the Office of Consumer Advocate (“OCA”), Office of Small Business Advocate (“OSBA”) and Bureau of Investigation and Enforcement (“I&E”).

On February 17, 2015, the OCA filed an Answer to IGS’ Petition in which it raised several “concerns”. More specifically, the OCA raises a concern over the privacy of customer information, because the tablet computer used in the process could potentially be accessed by individuals with nefarious intentions. The OCA submits that IGS “should be required to demonstrate that it has established adequate protections that will help to ensure the privacy of customer information, particularly in the event that a tablet computer was lost or stolen.”

As discussed in its Petition, and by way of clarification, IGS submits that the software that enables the IGS employee, titled Home Energy Consultant (“HEC”), to enroll customers merely creates a portal between the tablet computer and IGS’ servers, and that sensitive customer information does not remain resident on the tablet computer. It is also worth noting that access to both the tablet computer itself and the software for the portal, is controlled by separate password protection and the device can be wiped of all data in case it would be lost or stolen. With this series of protections, a potential thief/hacker would have to be able to break, not only the HEC’s password for the device and the password for the portal software, but would also have to do so prior to the HEC reporting the device lost or stolen and the device being wiped of all data by IGS personnel. IGS protocols require an HEC to report any lost or stolen devices immediately. IGS submits that these safeguards provide adequate assurance that customer information will be protected.

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**MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105**

The OCA also raises a concern with regard to the use of the tablet computer as part of the verification process; primarily because such a process necessarily requires the HEC to remain nearby while the verification is being completed. The OCA correctly points out that if the customer does not affirmatively consent, the HEC will leave the premises and the verification will be completed as a telephonic third-party verification. The OCA suggests that IGS should be required to “demonstrate that its processes are sufficiently robust to establish this affirmative voluntary consent and to show that the customer responded to the questions on the tablet computer without the assistance of the HEC.” As part of that demonstration, IGS also represents that its training and processes make clear that the HEC does hand the tablet computer to the customer to complete the verification process.

By way of response, IGS offers that as a result of its discussions with the OCA, it has decided to enhance the processes described in its Petition to provide further assurance that the customer understands his/her right to ask the HEC to leave the premises, and has nonetheless agreed to allow the HEC to remain. The modified process places the first question regarding the customer’s affirmative assent to the HEC remaining on the premises on a separate page. The customer cannot navigate off that page unless the customer affirmatively answers the question, and also initials a box, affirming that he/she alone has answered the question. If the customer does not answer the question affirmatively or initial the appropriate box and press continue, the remaining verification questions will not appear and the tablet computer will display a message indicating that a telephonic verification is required. If the customer responds affirmatively to the initial question and initials the box, the customer will then be presented with a series of additional questions intended to confirm that the customer understands the product to which they are subscribing, and confirming their affirmative intent to select that product. Only if the customer affirmatively answers the remaining questions appropriately and presses continue, will the process proceed to completion. Otherwise, the tablet computer will display a message to the effect that third-party verification is required and the transaction will not be processed until such verification is completed.

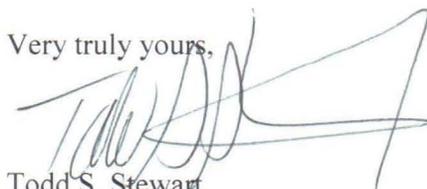
The OCA also suggests that the Commission may want to review IGS’ verification questions to satisfy itself that, “The questions asked to customers during the verification process [are] drafted in a way that will help to ensure that customers have been provided with necessary and accurate information, and have given valid consent to the sales transaction.” IGS believes that its verification questions are intended to achieve the goals described by the OCA’s comments.

Moreover, IGS submits that its experience with third-party verifications suggests that customers are less satisfied with that component of the overall sales transaction than any other, and that the process identified and discussed herein should be preferable from a customer’s prospective, to the third-party verification process. It is absolutely clear to IGS that the “better” and more customer friendly the process for soliciting and enrolling customers, the more likely the customer will be satisfied with the interaction and the more likely he/she will remain a customer of the supplier. Therefore, IGS has every incentive to make the processes as customer friendly and as educational as possible to ensure that there is no confusion as to the nature of the product, while at the same time not making the process overly laborious or difficult for the customer.

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IGS appreciates the OCA's positions in this matter and has worked with the OCA cooperatively to address the issues raised in the OCA's Answer. IGS is hopeful that the processes such as those proposed herein, can help to raise the bar for all marketers in the Commonwealth and set a new standard for customer service.

Very truly yours,

A handwritten signature in black ink, appearing to read "Todd S. Stewart". The signature is fluid and cursive, with a large, sweeping flourish at the end.

Todd S. Stewart  
*Counsel for Interstate Gas Supply, Inc. d/b/a IGS Energy*

TSS/jld

cc: Per Certificate of Service  
OCMO

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

**VIA E-MAIL AND FIRST CLASS MAIL**

Office of Consumer Advocate  
555 Walnut Street  
Forum Place, 5th Floor  
Harrisburg, PA 17101-1923

Office of Small Business Advocate  
Commerce Building, Suite 1102  
300 North 2nd Street  
Harrisburg, PA 17101

Bureau of Investigation & Enforcement  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Office of Law Bureau  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
4 North Street, 3<sup>rd</sup> Floor  
PO Box 3265  
Harrisburg, PA 17105-3265

  
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Todd S. Stewart

DATED: March 2, 2015

## VERIFICATION

I, Anthony Cusati, III, certify that I am Director of Regulatory Affairs, Eastern Division, for Interstate Gas Supply, Inc., and that in this capacity I am authorized to, and do make this Verification on their behalf, that the facts set forth in the foregoing document are true and correct to the best of my knowledge, information and belief, and that Interstate Gas Supply, Inc. expects to be able to prove the same at any hearing that may be held in this matter. I understand that false statements made therein are made subject to the penalties of 18 Pa. C.S. §4904, relating to unsworn falsifications to authorities.

A handwritten signature in blue ink, reading "Anthony Cusati, III", with a horizontal line underneath it.

Anthony Cusati, III  
*Direct of Regulatory Affairs,  
Eastern Division*

DATED: February 25, 2015