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October 1, 2021

Tanowa Troupe
Secretary, Docketing Division
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

Re: Case No. 21-0320-GA-UEx

Dear Secretary Troupe:

On September 17, 2021, Deloitte & Touche LLP (“D&T”) filed its Audit Report regarding Vectren Energy Delivery of Ohio, Inc. d/b/a CenterPoint Energy Ohio (“CEOH”) uncollectible expense (“UEx”) rider. In section 5, D&T reported the following exception regarding the audit of the bad debts written off by CEOH during the period May 1, 2020, to April 30, 2021:

5. D&T noted a customer account had a balance of \$1,904.85 that was written off in June 2020; however, the final bill that was sent to the customer was for \$1,932.37, resulting in an understatement of the write off balance by \$27.52.

Response: CEOH concurs with D&T’s findings and will adjust accordingly in the next UEx filing. While the amount of the exception had no effect on the UEx recoverable balance, this item was an exception to Company policy. This account had been previously written off and recalled twice before with bad debt activity reaching back to 2013. In September 2018, the account was recalled by CEOH due to PUCO’s “Winter Reconnect Order.”* The full balance of the account failed to recall, leaving \$27.52 left in write off status yet still billable to the customer. In November 2019, the account subsequently wrote off again, leaving the \$27.52 in write off status for 6 months without ever being recalled. CEOH acknowledges that this system defect, while rare, can happen with aged accounts that are written off and recalled multiple times. This is a known customer billing system defect. CEOH is working internally to resolve the defect in conjunction with an overall implementation of billing system enhancements and expects it to be resolved by the 2023 UEx audit.

Thank you for your kind attention to this matter.

Tanowa Troupe, Secretary
October 1, 2021
Page 2

Very truly yours,

/s/ Matt Pritchard
Matt R. Pritchard

**Attorney for Vectren Energy Delivery of Ohio, Inc.
d/b/a Centerpoint Energy Ohio**

* On September 11, 2019, PUCO, as it has for more than a decade, enacted special reconnection procedures using revised code 4909.16, in Case No. 19-1472-GE-UNC. This ruling directed utility companies to, among other things, restore or maintain service to customers who paid \$175.00 plus a reconnection charge if applicable.

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Summary: Comments electronically filed by Ms. Rebekah J. Glover on behalf of Vectren Energy Delivery of Ohio, Inc. d/b/a CenterPoint Energy Ohio