

Louisiana Public Service Commission



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April 25, 2017

VIA E-MAIL

DOCKET NO. X-34411 - Louisiana Public Service Commission, ex parte In re: Audit of the billing, collection and customer-service practices of Country Place Utilities for its water services in Bossier Parish, Louisiana.

To all LPSC qualified consultants:

Enclosed please find a Request for Proposals ("RFP") for **outside technical consultant** issued by the Louisiana Public Service Commission for the above referenced subject. If your firm is interested in submitting a proposal, please review the RFP carefully to determine whether your firm meets the specific requirements to qualify for this representation.

All Proposals must include a showing that your firm possesses the requisite qualifications and experience to represent the Commission in this matter. Also, please note that all Proposals, including the **original, plus (5) five copies and an electronic copy** must be received on or before **May 15, 2017**. Selection of a consultant is anticipated to take place at the Commission's **May 19, 2017 Business and Executive Session**.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Melanie A. Verzwyl".

Melanie A. Verzwyl
Staff Attorney

April 25, 2017

RFP 17-03
LOUISIANA PUBLIC SERVICE COMMISSION
REQUEST FOR PROPOSAL (“RFP”)

DOCKET NO. X-34411 - Louisiana Public Service Commission, ex parte In re: Audit of the billing, collection and customer-service practices of Country Place Utilities for its water services in Bossier Parish, Louisiana.

The Louisiana Public Service Commission (“Commission” or “LPSC”), in accordance with the requirements of the LPSC’s General Order dated November 10, 2014 regarding the selection of contract employees to represent the Commission, (“Contract Order”), issues this Request for Proposals (“RFP”) to **outside regulatory consultants** who will assist the Commission in reviewing the issues related to the Commission’s above-captioned audit. The Commission reserves the right to reject any proposal or decline to undertake this review at this time.

I. Overview

At the Commission’s February 17, 2017 Business and Executive Session (“B&E”), Staff was directed to solicit a consultant to conduct an audit of the billing, collection and customer-service practices of Country Place Utilities (“CPU”). CPU serves approximately 300 residences in the Haughton area of Bossier Parish. Notice of the audit was noticed in the above-captioned docket on March 23, 2017 and subsequently published in the Commission’s Official Bulletin dated March 24, 2017. Staff is seeking consultants to closely examine customer complaints including errors, irregularities and discrepancies in usage and charges on customer bills, and failure of CPU’s staff to communicate with customers by not answering the phone or returning calls and suggest solutions.

II. Scope of Representation

Applicants will be assisting in-house Staff counsel as well as in-house auditing and utilities personnel in formulating issues list(s), drafting discovery requests and reviewing responses to such requests, conducting site visits and meetings as necessary, participating in open sessions wherein the matter is discussed and meeting with Commissioners as necessary. Applicants will be responsible for drafting an audit report and filing testimony in support of the report should the Company contest the audit report. It may be necessary for the consultant to attend and participate in depositions and assist the Staff Attorney in drafting pleadings and other litigation documents should the matter proceed to a hearing.

All proposals shall include an outline of a plan of action for conducting the investigation, together with estimated timelines and separate fees and costs associated with the representation. However, in the event an applicant is chosen, the Commission and its in-house Staff shall have the right to determine how the tasks will be carried out. In addition, all proposals shall be accompanied by a professional firm résumé indicating the qualifications and experience necessary to meet the requirements of this RFP.

III. Period of Representation

The time period (“Period of Representation”) estimated to complete the Scope of representation is approximately 12 months (this includes the time necessary to have an adjudicatory proceeding should the Company dispute the findings of the audit). This is merely an estimate and the Commission makes no representations as to the accuracy of the Period of Representation.

IV. Minimum Requirements

To be considered, all applicants must meet the following minimum requirements in addition to those provided in this Commission’s General Order dated November 10, 2014.

Consideration will be given to factors such as educational background and achievement, practical experience in the field of public utility regulation, and similar practice before other regulatory agencies or public utility commissions.

Applicants shall also, at a minimum, be experienced in the presentation of recommendations involving public utility regulation, or other regulatory issues on administrative and judicial levels. Consideration given to indicia of competence such as previous experience and success in regulatory processes, publications of a regulatory nature, educational achievement and other previous employment suggesting competence in the matters involving the above areas; significant personal experience before regulatory agencies or other similar entities may be a favorable factor. Firm size may be considered in matters likely to be prolonged, complex, or involving multiple forums.

Consultants shall have a working knowledge of Louisiana Public Service Commission rulemakings and jurisdictional issues; applicable Commission regulations; and applicant shall, at a minimum, have knowledge of:

- 1) Commission General Orders governing customer billing including but not limited to the General Orders dated July 11, 1975 and April 21, 1993; and
- 2) General Order No. R-31850 - the LPSC’s rules and regulations for water and wastewater utilities.

V. Estimate of Costs

All proposals shall include fees and costs associated with consulting in the docket. All applicants responding to this RFP shall quote their rates on an hourly basis and submit a total budget, and shall separate professional fees from costs. However, applicants shall only be allowed to charge for actual hours of work performed and costs incurred. Once selected, an applicant's rates and budget shall not be altered except by formal approval of the Commission.

VI. Conflict of Interest

Applicants shall prominently disclose current, as well as past employment, which could possibly result in a conflict of interest. In addition, applicants shall disclose matters in which they currently represent clients before the Commission.

VII. Billing Guidelines

As required by the November 10, 2014 General Order, all bills will be rendered monthly and shall specifically identify and describe all work performed, the person performing such work, the time and charge for such work, and shall additionally show the total amount billed to date and the authorized original estimate. Bills will be rendered in strict accordance with the Commission's guidelines. Expenses shall also be separately disclosed with proof of such expenses attached.

Expenses, where applicable, shall be reimbursed at state authorized rates as specified in the Travel Policies and Procedures Memorandum issued by the State of Louisiana, Division of Administration in effect at the time such expenses are incurred ("Allowable Expenses"). Any expenses that exceed the Allowable Expenses shall be borne by the contract employee and shall not be reimbursed by either the Commission, or the correspondent utilities, unless otherwise specified by the Commission.

VIII. Reservation of Rights

The LPSC reserves the right to reject any and all proposals, to amend and/or to supplement this RFP at any time, and to consider proposals or modifications thereof received at any time prior to LPSC vote at Open Session, if such action is found by the LPSC to be in the public interest. Pursuant to the General Order regarding the selection of contract employees, the LPSC has the right to accept other than the lowest offer with regard to price. In addition, there is also no assurance, express or implied, that an award will necessarily be made pursuant to this RFP.

IX. Submission of Proposals

Interested parties should submit the original (hard copy), 5 copies, and e-mail an electronic copy of the proposal to:

Kim Trosclair
Louisiana Public Service Commission
Office of the General Counsel
602 North Fifth Street (Galvez Building) (70802)
P.O. Box 91154
Baton Rouge, Louisiana 70821-9154
Phone: (225) 342-9888
Fax: (225) 342-5610
Email: kim.trosclair@la.gov
melanie.v@la.gov

To be considered, an original, five copies, and the electronic copy of the proposal must be received on or before **Monday, May 15, 2017**. Information concerning billing procedures and the Commission's RFP policy may be obtained from the address listed above, or by calling (225) 342-9888.