

Collection of Qualitative Feedback on Agency Service Delivery;

(3) *Type of Request:* Three-year extension;

(4) *Purpose:* This information collection activity provides a means to collect qualitative customer and stakeholder feedback in an efficient timely manner, in accordance with the Administration's commitment to improving service delivery. Qualitative feedback means data that provide useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback provides insights into customer or stakeholder perceptions, experiences, and expectations. It also provides an early warning of issues with service, or focuses attention on areas where communication, training or changes in operations might improve the accuracy of data report on survey instruments or the delivery of products or services. These collections allow for ongoing, collaborative and actionable communications between the agency and its customers and stakeholders. It also allows feedback to contribute directly to the improvement of program management. The solicitation of feedback on Agency Service Delivery includes topics such as: timeliness of publishing, understanding of questions and terminology used in EIA products, perceptions on data confidentiality and security, appropriateness and relevancy of information published, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses are assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. EIA will only submit a collection for approval under this generic clearance if it meets the following conditions:

- Information gathered will be used only internally for general service improvement and program management purposes and is not intended for release outside of the agency (if released, procedures outlined in Question 16 will be followed);

- Information gathered will not be used for the purpose of substantially informing influential policy decisions;

- Information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of study;

- The collections are voluntary;

- The collections are low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per

respondent) and are low-cost for both the respondents and the Federal Government;

- The collections are non-controversial and do not raise issues of concern to other Federal agencies;

- Any collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future; and

- With the exception of information needed to provide remuneration for participants of focus groups and cognitive laboratory studies, personally identifiable information (PII) is collected only to the extent necessary and is not retained.

If these conditions are not met, EIA will submit an information collection request to OMB for approval through the normal PRA process. The solicitation of feedback on Agency Service Delivery includes topics such as: timeliness of publishing, understanding of questions and terminology used in EIA products, perceptions on data confidentiality and security, appropriateness and relevancy of information published, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses are assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. Advances in technology and service delivery systems in the private sector, have increased the public's expectations of the Government's customer service promise. The Federal Government has a responsibility to streamline and make more efficient its service delivery to better serve the public.

(5) *Annual Estimated Number of Respondents:* 241,800;

(6) *Annual Estimated Number of Total Responses:* 241,800;

(7) *Annual Estimated Number of Burden Hours:* 25,800;

(8) *Annual Estimated Reporting and Recordkeeping Cost Burden:* EIA estimates that there are no additional costs to respondents associated with these qualitative studies other than the costs associated with the burden hours. The cost of the burden hours is estimated to be \$2,025,816 (25,800 burden hours times \$78.52 per hour).

**Statutory Authority** E.O. 12862, Setting Customer Service Standards, E.O. 13571, Streamlining Service Delivery and Improving Customer Service.

Signed in Washington, DC on August 9, 2019.

**Nanda Srinivasan,**

*Director, Office of Survey Development and Statistical Integration, U. S. Energy Information Administration.*

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**BILLING CODE 6450-01-P**

## DEPARTMENT OF ENERGY

### Federal Energy Regulatory Commission

[Docket No. IC19-31-000]

#### Commission Information Collection Activities (FERC-547); Comment Request; Extension

**AGENCY:** Federal Energy Regulatory Commission.

**ACTION:** Notice of information collection and request for comments.

**SUMMARY:** In compliance with the requirements of the Paperwork Reduction Act of 1995, the Federal Energy Regulatory Commission (Commission or FERC) is soliciting public comment on the currently approved information collection, FERC-547 (Gas Pipeline Rates: Refund Report Requirements).

**DATES:** Comments on the collection of information are due October 15, 2019.

**ADDRESSES:** You may submit comments (identified by Docket No. IC19-31-000) by either of the following methods:

- *eFiling at Commission's website:* <http://www.ferc.gov/docs-filing/efiling.asp>.

- *Mail/Hand Delivery/Courier:* Federal Energy Regulatory Commission, Secretary of the Commission, 888 First Street NE, Washington, DC 20426.

*Instructions:* All submissions must be formatted and filed in accordance with submission guidelines at: <http://www.ferc.gov/help/submission-guide.asp>. For user assistance contact FERC Online Support by email at [ferconlinesupport@ferc.gov](mailto:ferconlinesupport@ferc.gov), or by phone at: (866) 208-3676 (toll-free), or (202) 502-8659 for TTY.

*Docket:* Users interested in receiving automatic notification of activity in this docket or in viewing/downloading comments and issuances in this docket may do so at <http://www.ferc.gov/docs-filing/docs-filing.asp>.

**FOR FURTHER INFORMATION CONTACT:**

Ellen Brown may be reached by email at [DataClearance@FERC.gov](mailto:DataClearance@FERC.gov), telephone at (202) 502-8663, and fax at (202) 273-0873.

**SUPPLEMENTARY INFORMATION:**

*Title:* Gas Pipeline Rates: Refund Report Requirements.

OMB Control No.: 1902-0084.

Type of Request: Three-year extension of the FERC-547 information collection requirements with no changes to the current reporting requirements.

Abstract: The Commission uses FERC-547 (Gas Pipeline Rates: Refund Report Requirements) to implement the statutory refund provisions governed by Sections 4, 5 and 16 of the Natural Gas Act (NGA).<sup>1</sup> Sections 4 and 5 authorize the Commission to order a refund (with interest) for any portion of a natural gas company's increased rate or charge

found to be unjust or unreasonable. Refunds may also be instituted by a natural gas company as a stipulation to a Commission-approved settlement agreement or a provision under the company's tariff. Section 16 of the NGA authorizes the Commission to prescribe rules and regulations necessary to administer its refund mandates. The Commission's refund reporting requirements are located in 18 CFR 154.501 and 154.502.

The Commission uses the data to monitor refunds owed by natural gas

companies to ensure that the flow-through of refunds owed by these companies are made as expeditiously as possible and to assure that refunds are made in compliance with the Commission's regulations.

Type of Respondents: Natural gas companies.

Estimate of Annual Burden:<sup>2</sup> The Commission estimates the annual public reporting burden for the information collection as:

FERC-547: GAS PIPELINE RATES: REFUND REPORT REQUIREMENTS

Number of respondents (1)	Number of responses per respondent (2)	Total number of responses (1) × (2) = (3)	Average burden hours & average cost <sup>3</sup> per response (\$) (4)	Total annual burden hours & total annual cost (\$) (3) × (4) = (5)	Cost per respondent (\$) (5) ÷ (1) = (6)
19	2	38	2 hrs.; \$160 .....	76 hrs.; \$6,080 .....	\$160

<sup>3</sup> FERC staff estimates that industry costs for salary plus benefits are similar to Commission costs. The cost figure is the FY2019 FERC average annual salary plus benefits (\$167,091/year or \$80/hour).

Comments: Comments are invited on: (1) Whether the collection of information is necessary for the proper performance of the functions of the Commission, including whether the information will have practical utility; (2) the accuracy of the agency's estimate of the burden and cost of the collection of information, including the validity of the methodology and assumptions used; (3) ways to enhance the quality, utility and clarity of the information collection; and (4) ways to minimize the burden of the collection of information on those who are to respond, including the use of automated collection techniques or other forms of information technology.

Dated: July 30, 2019.

Kimberly D. Bose,  
Secretary.

[FR Doc. 2019-17524 Filed 8-14-19; 8:45 am]

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DEPARTMENT OF ENERGY

Federal Energy Regulatory Commission

Combined Notice of Filings #1

Take notice that the Commission received the following electric rate filings:

- Docket Numbers: ER15-1456-008; ER10-1933-006; ER10-2615-013; ER10-2934-014; ER10-2959-015; ER11-2335-014; ER11-3859-019;

- ER11-4634-008; ER14-1699-009; ER15-1457-008; ER15-748-005; ER16-999-009; ER17-436-007; ER18-920-004; ER19-464-001; ER19-967-002; ER19-968-002.

Applicants: Beaver Falls, L.L.C., Chambers Cogeneration, Limited Partnership, Dighton Power, LLC, Fairless Energy, L.L.C., Garrison Energy Center LLC, Greenleaf Energy Unit 1 LLC, Hazleton Generation LLC, Logan Generating Company, L.P., Manchester Street, L.L.C., Marco DM Holdings, L.L.C., Marcus Hook Energy, L.P., Milford Power, LLC, Plum Point Energy Associates, LLC, Plum Point Services Company, LLC, RockGen Energy, LLC, Syracuse, L.L.C., Vermillion Power, L.L.C.

Description: Notice of Change in Status of the SEG MBR Entities.

Filed Date: 8/8/19.

Accession Number: 20190808-5159.

Comments Due: 5 p.m. ET 8/29/19.

Docket Numbers: ER18-92-002.

Applicants: Carroll County Energy LLC.

Description: Report Filing: Refund Report to be effective N/A.

Filed Date: 8/8/19.

Accession Number: 20190808-5072.

Comments Due: 5 p.m. ET 8/29/19.

Docket Numbers: ER19-2556-000.

Applicants: TransCanyon DCR, LLC.

Description: § 205(d) Rate Filing:

TransCanyon Gates Notice of Succession to be effective 7/9/2019.

Filed Date: 8/8/19.

Accession Number: 20190808-5090.  
Comments Due: 5 p.m. ET 8/29/19.

Docket Numbers: ER19-2557-000.

Applicants: Missisquoi, LLC.

Description: Baseline eTariff Filing: Missisquoi, LLC MBR Tariff to be effective 8/9/2019.

Filed Date: 8/8/19.

Accession Number: 20190808-5113.

Comments Due: 5 p.m. ET 8/29/19.

Docket Numbers: ER19-2558-000.

Applicants: AEP Texas Inc.

Description: § 205(d) Rate Filing: AEPTX-KC Wind System Upgrade Agreement to be effective 7/18/2019.

Filed Date: 8/8/19.

Accession Number: 20190808-5114.

Comments Due: 5 p.m. ET 8/29/19.

Docket Numbers: ER19-2559-000.

Applicants: Midcontinent Independent System Operator, Inc.

Description: § 205(d) Rate Filing:

2019-08-08\_Tariff revisions for PRA Process Timeline to be effective 10/8/2019.

Filed Date: 8/8/19.

Accession Number: 20190808-5120.

Comments Due: 5 p.m. ET 8/29/19.

Docket Numbers: ER19-2560-000.

Applicants: Niagara Mohawk Power Corporation.

Description: § 205(d) Rate Filing: Niagara Mohawk Power Corp. Filing of Revised Market-Based Sales Tariff to be effective 10/9/2019.

Filed Date: 8/9/19.

Accession Number: 20190809-5060.

Comments Due: 5 p.m. ET 8/30/19.

<sup>1</sup> 15 U.S.C. 717-717w.

<sup>2</sup> Burden is defined as the total time, effort, or financial resources expended by persons to

generate, maintain, retain, or disclose or provide information to or for a Federal agency. For further explanation of what is included in the information

collection burden, reference 5 Code of Federal Regulations 1320.3.