

FEDERAL ENERGY REGULATORY COMMISSION
WASHINGTON, DC 20426

[Docket No. AD22-14-000]

COMMISSION INFORMATION COLLECTION ACTIVITIES (PROPOSED
FERC-1001 and FERC-1002); COMMENT REQUEST

(September 1, 2022)

AGENCY: Federal Energy Regulatory Commission.

ACTION: Notice of proposed information collections 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) staff is soliciting public comment on the proposed surveys FERC-1001 (Hotline and Helpline Survey) and FERC-1002 (Customer Engagement Management Survey).

DATES: Comments on the proposed collections of information are due **[INSERT DATE 60 days after date of publication in the Federal Register]**.

ADDRESSES: You may submit comments (identified by Docket No. AD22-14-000) by the following methods. Electronic filing through <http://www.ferc.gov>, is preferred.

- Electronic Filing: Documents must be filed in acceptable native applications and print-to-PDF, but not in scanned or picture format.
- For those unable to file electronically, comments may be filed by USPS mail or by hand (including courier) delivery.

- o Mail via U.S. Postal Service only, addressed to: Federal Energy Regulatory Commission, Secretary of the Commission, 888 First Street, N.E., Washington, DC 20426.
- o Hand (including courier) delivery to: Federal Energy Regulatory Commission, 12225 Wilkins Avenue, Rockville, MD 20852.

Please identify whether your comments relate to proposed collection FERC-1001 (Hotline and Helpline Survey) and/or FERC-1002 (Customer Engagement Management Survey).

Instructions: All submissions must be formatted and filed in accordance with submission guidelines at: [Guides | Federal Energy Regulatory Commission \(ferc.gov\)](#). For user assistance, contact FERC Online Support by e-mail at ferconlinesupport@ferc.gov, or by phone at (866) 208-3676 (toll-free).

Docket: Users interested in receiving automatic notification of activity in this docket may subscribe to the docket using eSubscription, [FERC Online - Log In](#). Users interested in viewing or downloading comments and issuances in this docket may do so using eLibrary, [eLibrary | General search \(ferc.gov\)](#).

FOR FURTHER INFORMATION: Melissa Lozano may be reached at Melissa.Lozano@FERC.gov by e-mail or telephone at (202) 502-6267.

SUPPLEMENTARY INFORMATION:

Titles: Proposed FERC-1001 (Hotline and Helpline Survey) and FERC-1002 (Customer Engagement Management Survey).¹

¹ The proposed surveys will not be published in the Federal Register but will be

OMB Control Nos: 1902-TBD²

Type of Request: Request for proposed new information collections.

Abstract:

Proposed FERC-1001

This proposed survey covers the Office of Public Participation (OPP) helpline, Customer Engagement helpline, Landowner helpline, Alternative Dispute Resolution helpline, Electric Quarterly Report (EQR) helpline, and the Enforcement hotline.³ The contact information voluntarily provided and collected is listed in Attachment A to this notice. FERC collects contact information voluntarily provided by members of the public who contact FERC to obtain assistance with navigating FERC matters. Members of the public typically contact FERC helplines and its Enforcement hotline seeking assistance with understanding specific issues that impact their property and communities, businesses, or marketplace. Other times, members of the public contact FERC seeking to understand how to express their opinions, views, and concerns regarding energy policy available as part of this notice in the Commission's eLibrary system.

² We anticipate having one OMB Control No. that would include both proposed FERC-1001 and proposed FERC-1002.

³ Proposed FERC – 1001 covers five helplines and one hotline: OPP Helpline: 202-502-6595; OPP@ferc.gov; Customer Engagement Helpline: 202-502-8004; 1-866-208-3372; customer@ferc.gov; Landowner Helpline: 1-877-337-2237; fax 202-219-2730; landownerHelp@ferc.gov; Alternative Dispute Resolution (ADR) Helpline: 1-844-238-1560; fax 202-219-2730; ferc.adr@ferc.gov; Electric Quarterly Report (EQR) Helpline: 202-502-8076; eqr@ferc.gov; Enforcement Hotline: 202-502-8390; 1-888-889-8030; fax 202-208-0057; <https://www.ferc.gov/enforcement-legal/enforcement/enforcement-hotline/contact-hotline-staff-anonymously.hotline@ferc.gov>; <https://www.ferc.gov/enforcement-legal/enforcement/enforcement-hotline/contact-hotline-staff-anonymously>.

developments, energy infrastructure projects, or a specific case pending before FERC. Members of the public, including company representatives, contact FERC to indicate their interest in obtaining information to facilitate fulfilling their compliance obligations under the Commission's Electric Quarterly Reports regulations or to seek support or guidance with filing their Electric Quarterly Reports. Further, FERC invites market participants and the general public to contact FERC to report market activities or transactions that may be market manipulation, fraud, an abuse of an affiliate relationship, a tariff violation, a violation of a Commission order, or other possible violation.

FERC receives the contact information or specified data to provide customer service. Data is used to respond to the customer's question. Data is also used in an aggregated manner to identify areas that require additional explanations from FERC. Staff may use data from its helplines and its hotline to develop Frequently Asked Questions or other educational materials for posting on the FERC website.

Contact information is collected at several intake points including via email, telephone, fax, and/or webform. The FERC website provides a number of web-based forms for the public to request assistance related to specific subjects like landowner and energy company disputes, reporting possible violations of the Commission's regulations, energy infrastructure compliance concerns, general participation in Commission proceeding inquiries, matters that may benefit from alternative dispute resolution, press and media issues, and Electric Quarterly Reports.

Proposed FERC-1002

This survey covers outreach under Office of Public Participation, Office of External

Affairs and Electric Quarterly Report administrators.⁴ FERC proposes to voluntarily collect information on individual or stakeholder interests to engage with them by providing to the extent possible targeted information consistent with their expressed interest. The list of proposed questions is included in Attachment B of this notice. FERC proposes to voluntarily collect contact information and information about a participant's subject matter areas of interest, and to keep email distributions to be used to inform interested individuals of technical conferences, workshops, user group meetings, certain proceedings or of press releases or newsletters.

This information collection is needed to conduct customer engagement activities.

Customer engagement is needed to further the Commission's goal of facilitating the public's understanding of FERC's work and encouraging their participation in FERC matters. This data will allow FERC to understand which areas of its work are of greater interest to the public and where additional public outreach and educational materials or other resources are needed the most.

*Estimate of Annual Burden:*⁵

⁴ Proposed FERC-1002 covers 3 areas of outreach for customer engagement (a) from the Office of Public Participation: [Subscribe for Updates From the Office of Public Participation | Federal Energy Regulatory Commission \(ferc.gov\)](#); [FERC Insight Newsletter | Federal Energy Regulatory Commission](#) and (b) for the Electric Quarterly Report users: [Join Our EQR Contact List | Federal Energy Regulatory Commission \(ferc.gov\)](#).

⁵ 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, see 5 CFR 1320.3.

The following tables set forth the estimated annual burden and cost⁶ for the information collections:

⁶ Commission staff believes the FERC average wages plus benefits are a reasonable approximation of the cost for industry and public respondents. Therefore we are using the 2022 FERC average cost for wages plus benefits (\$91.00 (rounded) per hour or \$188,922 (rounded) per year).

Estimated Annual Averages for Proposed FERC-1001 and FERC-1002
Estimated Annual Burden Hours for FERC-1001

Line	# of Respondents (1)	# of Responses per Respondent (2)	Total # of Responses (1) x (2)=(3)	Average Burden Hours per Response (4)	Total Annual Burden Hours (3) x (4) = (5)
Landowner Helpline	350	1	350	0.17	59.5
Enforcement Hotline	175	1	175	0.25	43.75
ADR Helpline	75	1	75	0.5	37.5
OPP Helpline	400	1.5	600	0.35	210
Customer Engagement Helpline	7300	1	7300	0.17	1241
EQR Helpline	380	2.5	950	0.75	712.5
Totals (Rounded)			9450		2304

Estimated Annual Cost for FERC-1001

Line	Total # of Responses (3)	Average Burden Hours per Response (4)	Loaded Cost per Hour (6)	Average Cost per Response (4) x (6) = (7)	Total Annual Cost (3) x (7) = (8)
Landowner Helpline	350	0.17	\$91	\$15.47	\$5,414.50
Enforcement Hotline	175	0.25	\$91	\$22.75	\$3,981.25
ADR Helpline	75	0.5	\$91	\$45.50	\$3,412.50
OPP Helpline	600	0.35	\$91	\$31.85	\$19,110.00
Customer Engagement Helpline	7300	0.17	\$91	\$15.47	\$112,931.00
EQR Helpline	950	0.75	\$91	\$68.25	\$64,837.50
Totals (Rounded)	9450				\$ 209,687

Estimated Annual Burden Hours for FERC-1002

	# of Respondents	# of Responses per Respondent	Total # of Responses	Average Burden Hours per Response	Total Annual Burden Hours
Subscriber Type	(1)	(2)	(1) x (2)=(3)	(4)	(3) x (4) = (5)
Customer Engagement	2000	1	2000	0.3	600
OPP	100	1	100	0.17	17
EQR	140	1	140	0.17	23.8
Totals (Rounded)			2240		641

Estimated Annual Cost for FERC-1002

	Total # of Responses	Average Burden Hours per Response	Loaded Cost per Hour	Average Cost per Response	Total Annual Cost
Subscriber Type	(3)	(4)	(6)	(4) x (6) = (7)	(3) x (7) = (8)
Customer Engagement	2000	0.3	\$91	\$27.30	\$54,600.00
OPP	100	0.17	\$91	\$15.47	\$1,547.00
EQR	140	0.17	\$91	\$15.47	\$2,165.80
Totals (Rounded)	2240				\$ 58,313

Combined Total for Proposed FERC-1001 and FERC-1002

	Estimated Hour Burden	Estimated Cost Burden
Estimated Annual Combined Total for Proposed FERC-1001 and FERC-1002	2,945	\$ 268,000

Comments: Comments are invited on: (1) whether the collections of information are

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 estimates of the burden and cost of the collections of information, including the validity of the methodology and assumptions used; (3) ways to enhance the quality, utility and clarity of the information collections; and (4) ways to minimize the burden of the collections of information on those who are to respond, including the use of automated collection techniques or other forms of information technology.

Kimberly D. Bose,
Secretary.

ATTACHMENTS

The attachments will not be published in the Federal Register but will be available as part of this notice in the Commission's eLibrary system.

FERC-1001
OMB Control No. 1902-TBD
OMB Expiration Date: nn/nn/nnnn

Attachment A, Proposed FERC-1001, Hotline and Helpline Survey

Inquirers will typically volunteer contact information when seeking assistance from FERC helplines and Enforcement hotline. FERC collects contact information when assisting members of the public seeking to interact with the Commission and in FERC matters in order to respond to the inquiry. The Enforcement hotline allows for tips to be reported in a completely anonymous way.

Name (*open answer*)

Affiliation/Organization (*open answer*)

Title (*open answer*)

Email (*open answer*)

Phone (*open answer*)

Address (*open answer*)

Reason for Contact (*open answer*)

Industry of Interest (electric energy markets, transmission, liquefied natural gas (LNG), natural gas, hydropower, other)

Are you willing to receive follow up communications from this office (Y/N)?

Instructions

Where to Send Comments on Public Reporting Burden. The public reporting burden for the FERC-1001 collection of information is estimated to average 0.24 hours per response (rounded), including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any aspect of the collection of information, including suggestions for reducing burden, to the Federal Energy Regulatory Commission, 888 First Street NE, Washington, DC 20426 (Attention: Information Clearance Officer); and to the Office of Information and Regulatory Affairs, Office of Management and Budget, through www.reginfo.gov/public/do/PRAMain, and indicate the FERC-1001 and OMB Control No. (1902-TBD). No person shall be subject to any penalty if any collection of information does not display a valid control number (44 U.S.C. § 3512 (a)).

Privacy

When contacting a Helpline or Hotline operated by one of FERC's program offices, including the Office of Public Participation (OPP), Dispute Resolution Service (DRS), Enforcement, External Affairs, FERC may ask you to provide Personally Identifiable Information (PII), such as your name, affiliation, email, home mailing address, and personal or mobile phone number, for the purposes of providing assistance or processing a hotline tip. If you choose to provide PII by calling or emailing a Program Office's Helpline or Hotline, registering for a FERC-sponsored workshop, or completing a program specific webform, FERC may use that information to provide you with information or service you have requested. FERC may also use the PII to contact you to obtain additional information to process your request. Specific to FERC's enforcement hotline, FERC may use the information you provide to process your hotline tip submission and determine appropriate investigative activities or actions to pursue the tip. Information about the tip submission, including PII you choose to provide, may be shared with other federal and state regulators as authorized and pursuant to the FERC's published Privacy Act System of Records Notice. Providing PII is voluntary. FERC will safeguard the information you provide to us in accordance with the Privacy Act of 1974, as amended (5 U.S.C. § 552a). This collection of information is authorized by 18 CFR § 388.104 and 18 CFR § 1b.21 and is in accordance SORN FERC-59, FERC-60, and FERC-62 at <https://www.govinfo.gov/content/pkg/FR-2014-03-28/pdf/2014-06993.pdf>.

FERC-1002
OMB Control No. 1902-TBD
OMB Expiration Date: nn/nn/nnnn

Attachment B Proposed FERC-1002, Customer Engagement Management Survey

FERC website currently includes subscribe forms or subscribe buttons in different locations to collect contact information about participants interest in obtaining FERC communications from the Office of External Affairs, such as FERC Insider Newsletter, Office of Public Participation, and from Electric Quarterly Report Administrators. These existing subscribe forms or buttons will be modified and in some cases expanded to include questions intended to obtain more granular information about a participant's subject matter interests in order for the Commission to provide more targeted outreach. The existing and future questions in these subscribe forms are:

All Customers

Name (*open answer*)

Email (*open answer*)

Phone (*open answer*)

Opt-In Communications (*select all that apply*)

Would you like to receive news and information from FERC regarding:

_Insight Newsletter

_Office of Public Participation

_Electric Quarterly Report?

Opt-In Communications from Office of Public Participation

Industry type (*select all that apply*)

_Electric Markets

_Transmission Rates

_New Technologies and Products

_Market Design (Energy and Operating Reserves)

_Resource Adequacy/Capacity Markets

_Transmission Planning and Cost Allocation

_Generator Interconnection

_Market-Based Rates and Mergers

_Transparency and Data

_RTO/ISO Governance

_Integration into/Withdrawal from an RTO/ISO or Market Changes and Jurisdictional Status

- _CAISO
- _NYISO
- _ISO-NE
- _MISO
- _SPP
- _PJM
- _Distributed Energy Resources
- _Renewable Generation Resources
- _Storage
- _Electric Quarterly Reports (EQR)
- _Transmission (all topics)
- _Natural Gas
 - _LNG
 - _Pipeline
- _Oil
- _Hydropower
 - _Conventional
 - _Pumped Storage
 - _Small (under 10 MW) Hydropower
 - _Marine and Hydrokinetic
- _Other (*open answer*)

Proceeding type (select all that apply)

- _Rulemakings
- _Policy Statements
- _Specific RTO/ISO Proceedings
 - If yes, RTO/ISO list dropdown
- _Rates Cases
- _Infrastructure Permitting
- _Infrastructure Compliance
- _Alternative Dispute Resolution, ADR Sessions; Training, Presentations, and Outreach
- _Electric Quarterly Report

Type of Stakeholder (select all that apply)

- Energy Consumer Advocate
- Member of Tribal Group
- Tribal Government Representative
- Academic
- Environmental Justice Community
- Grassroots Organization
- Governmental Organization
- Landowner
- Company Representative

EQR Filing Company
 Other (*open answer*)

Other Communications (*select all that apply*)

Press Releases
 FERC-sponsored trainings
 FERC-sponsored technical conferences
 Meeting notices
 FERC Newsletters
 OPP Newsletter
 FERC-wide Newsletter

Geographies (*select all that apply*)

Nationwide
 RTO/ISO (with dropdown)
 Region (with dropdown)
 State (with dropdown)
 Tribal Nation (*open answer*)
 Other

Instructions.

Where to Send Comments on Public Reporting Burden. The public reporting burden for the FERC-1002 collection of information is estimated to average 0.286 hours per response (rounded), including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data-needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any aspect of the collection of information, including suggestions for reducing burden, to the Federal Energy Regulatory Commission, 888 First Street NE, Washington, DC 20426 (Attention: Information Clearance Officer); and to the Office of Information and Regulatory Affairs, Office of Management and Budget, through www.reginfo.gov/public/do/PRAMain, and indicate the FERC-1002 and OMB Control No. (1902-TBD). No person shall be subject to any penalty if any collection of information does not display a valid control number (44 U.S.C. § 3512 (a)).

Privacy

When engaging with FERC's program offices, such as the Office of Public Participation

(OPP), Office of External Affairs, and Office of Enforcement, we may ask you to provide Personally Identifiable Information (PII), such as your name, email, and personal or mobile phone number, for the purpose of ongoing engagement with you. If you choose to provide PII by registering for a FERC-sponsored workshop, completing a program specific webform, or requesting to be informed regarding a specific subject matter of interest, FERC will use that information to help provide you with information or service you have requested. Providing PII is voluntary. We will safeguard the information you provide to us in accordance with the Privacy Act of 1974, as amended (5 U.S.C. § 552a). This collection of information is authorized by 18 CFR § 388.104 and is in accordance SORN FERC-62 at <https://www.govinfo.gov/content/pkg/FR-2014-03-28/pdf/2014-06993.pdf>.