

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION
COMMISSION

Eligible)
Telecommunications)
Carrier)
(ETCs))
Rulemaking.)
_____)

DOCKET NO. UT-053021

**Comments of the Citizens Utility Alliance
of Washington**

The Citizens Utility Alliance (CUA) thanks the Commission for this opportunity to comment on the draft rules.

WAC 480-123-0060(7)

Washington needs to develop more effective measures to promote enrollment in the Washington Telephone Assistance Program (WTAP). CUA recently concluded a survey of low-income households that scrutinized their telephone usage and knowledge of low-income telephone assistance programs. The survey was conducted among Department of Social and Health Services "Worksource" participants. Over a period of several months CUA questioned 421 WTAP eligible households on their eligibility. Over 26 percent of the households had not heard of WTAP and over 38 percent incorrectly stated they were not eligible for WTAP.

Clearly, more work needs to be done to increase awareness of, and enrollment in, WTAP. CUA believes that the rules proposed under WAC 480-123-0060(7) are an essential component to increasing knowledge of, and enrollment in, telephone assistance programs in Washington.

CUA therefore endorses the proposed language of WAC 480-123-0060(7).

CUA would welcome working with other stakeholders to develop other strategies towards improving enrollment in Washington's Telephone Assistance Programs.

Respectfully Submitted,

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