

ZiPLY Fiber
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September 30, 2021

Sent via WUTC Electronic Filing Portal

Amanda Maxwell
Executive Director
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

U-200281

Received
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09/30/21 13:55:58
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Re: Docket U-200281 Staff Investigation

Dear Director Maxwell:

In response to your letter dated September 16, 2021, ZiPLY Fiber furnishes the following responses.

1. Please provide the total number of customers in arrears and the total dollar amounts of such arrearages during the pandemic period from March 2020 to August 2021.
ZiPLY Fiber Response: *For the period March 1, 2020, through August 31, 2021 a total of 4,730 accounts fell into arrears totaling \$3,152,605.27 in unpaid balances.*
2. Please provide the most current number of customers with past-due balances that are more than 90 days past due.
ZiPLY Fiber Response: *As of September 24, 2021, a total of 135 accounts that are 90 days past due.*
3. Please provide the number of customers disconnected for late payment or lack of payment each month during the period from March 2020 to August 2021.
ZiPLY Fiber Response: *During the period from March 1, 2020, until August 31, 2021, in accordance with Governor Jay Inslee's Proclamation 20-23.3 dated May 5, 2020 (and its successive iterations) which prohibited disconnection of customers effective March 23, 2020 through September 30, 2021, no customers were disconnected for late payment or lack of payment.*
4. Does the company charge for a disconnection and/or reconnection? If so, please provide the number of and the actual price charged to a customer for disconnections and/or reconnection during the last 18 months from March 2020 to August 2021.

ZiPLY Fiber Response: This information is readily available in ZiPLY Fiber's Tariff WN U-101 on file and approved by the Washington Utilities and Transportation Commission.

5. Please identify the number of customers assessed late payment fees during the last 18 months from March 2020 to August 2021.

ZiPLY Fiber Response: For the period of March 1, 2020 until August 31, 2021, a total of 36,965 customers were assessed with late payment fees.

6. Please provide the total number of Lifeline customers in 2019 and in 2020.

ZiPLY Fiber Response: In 2019, ZiPLY Fiber had 2,466 Lifeline customers. In 2020, ZiPLY Fiber had 2,604 Lifeline customers. Lifeline applies to both voice and broadband services (either as individual services or as a package service). These numbers totals include voice only, broadband only and package customers in Washington.

Sincerely,



Jessica Epley
VP - Regulatory & External Affairs