



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • www.utc.wa.gov

Feb. 2, 2017

NOTICE OF OPPORTUNITY TO FILE WRITTEN COMMENTS
(By Monday, March 6, 2017)

Re: Rulemaking to consider adopting a rule in WAC 480-120, Telephone Companies, relating to standards for restoring regulated telecommunications services following an outage and customer notification of planned service interruptions, Docket UT-170031

TO ALL INTERESTED PERSONS:

On Feb. 3, 2017, the Washington Utilities and Transportation Commission (Commission) filed with the Code Reviser a Preproposal Statement of Inquiry (CR-101) to consider adopting a rule to address repair standards for service interruptions and impairments, excluding major outages. The Commission contemplates that the rule would require companies to restore service following outages, other than major outages, within a specific period of time absent circumstances beyond the company's control that preclude restoral within that time period. The rule would also address when and how companies must notify customers of planned service outages.

The Commission seeks comments on this proposal. Comments that respond to the following questions would be most useful:

1. What is a reasonable amount of time within which a company should be able to restore service following an outage in the absence of circumstances beyond the company's control?
2. Does your company have service quality measures or standards for the time it takes to restore service after an outage? If so, what are those measures or standards and what has been the company's performance with respect to those measures or standards?
3. What costs does a company incur to restore service within this amount of time? What additional costs would a company incur to restore service within a shorter period of time?

4. Should the Commission establish a benchmark for service restoral (e.g., a certain percentage of outages restored within a specified period of time)? If so, what costs would a company incur to track and report on its performance using this benchmark?
5. How and when do companies currently notify customers of a planned service outage?

The CR-101, as filed with the Code Reviser, is available for inspection on the Commission's website at www.utc.wa.gov/170031. If you are unable to access the Commission's web page and would like a copy of the CR-101 and/or draft rules mailed to you, please contact the Records Center at (360) 664-1234.

WRITTEN COMMENTS

Written comments on the CR-101 inquiry and the questions above must be filed with the Commission no later than **5:00 p.m., Monday, March 6, 2017**. The Commission requests that comments be provided in electronic format to enhance public access, for ease of providing comments, to reduce the need for paper copies, and to facilitate quotations from the comments. You may submit comments via the Commission's Web portal at www.utc.wa.gov/e-filing or by electronic mail to the Commission's Records Center at records@utc.wa.gov. Please include:

- The docket number of this proceeding (UT-170031).
- The commenting party's name.
- The title and date of the comment or comments.

An alternative method for submitting comments is by mailing or delivering an electronic copy to the Commission's Records Center on a flash drive, DVD, or compact disk including the filed document(s). Parties must furnish electronic copies in MS Word 6.0 (or later) supplemented by a separate file in .pdf (Adobe Acrobat) format. Include all of the information requested above. The Commission will post on its web site all comments that are provided in electronic format. The web site is located at www.utc.wa.gov/170031.

If you are unable to file your comments electronically or to submit them on a disk, the Commission will accept a paper document. If you have questions regarding this rulemaking, you may contact staff lead, John Cupp, at (360) 664-1113, or by email at jcupp@utc.wa.gov.

Stakeholders will have further opportunity for comment. Information about the schedule and other aspects of the rulemaking, including comments, will be posted on the Commission's website as it becomes available. If you wish to receive further information on this rulemaking you may:

- (1) Call the Commission's Records Center at (360) 664-1234
- (2) Email the Commission at records@utc.wa.gov
- (3) Mail written comments to the address below

When contacting the Commission, please refer to Docket UT-170031 to ensure that you are placed on the appropriate service list. The Commission's mailing address is:

Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive S.W.
P.O. Box 47250
Olympia, WA 98504-7250

NOTICE

If you do not want to comment now, but do want to receive future information about this rulemaking, please notify the Executive Director and Secretary in one of the ways described above and ask to be included on the mailing list for Docket UT-170031. If you do not do this, you might not receive further information about this rulemaking.

STEVEN V. KING
Executive Director and Secretary