



PREPROPOSAL STATEMENT OF INQUIRY

CR-101 (June 2004)
(Implements RCW 34.05.310)
Do **NOT** use for expedited rule making

Agency: WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

Subject of possible rule making: This rulemaking would consider amending subsection (8) of WAC 480-120-262 Operator service providers (OSPs) relating to Emergency calls (E-911). Because of new technology, the rule's call transfer requirement may be obsolete.
Docket UT-070199

Statutes authorizing the agency to adopt rules on this subject: RCW 80.01.040; RCW 80.04.160.

Reasons why rules on this subject may be needed and what they might accomplish: WAC 480-120-262(8) requires Operator Service Providers (OSP) be capable of transferring an emergency call back to the 911 system with the call routed to the correct Public Safety Answering Point (PSAP) for the location of the caller. The evolution of OSP services to regional or national operations makes this requirement technically difficult. OSPs may no longer have the complement of customer information for a number of reasons, the most prevalent of which is a change in business practice that sees most OSP service outsourced, or provided by a business unit that operates under a separate line of business. Additionally, OSPs do not automatically connect a caller who has dialed "O" for an emergency, but advises the caller to hang up and dial 9-1-1. The requirement was adopted with the intent to promote access to emergency response. Due to E 911 capabilities today, the requirement may be obsolete. In addition, the State of Washington has installed "rapid transfer capability" that links all PSAPs in Washington and Oregon.

Identify other federal and state agencies that regulate this subject and the process coordinating the rule with these agencies:
None

Process for developing new rule (check all that apply):

- Negotiated rule making
- Pilot rule making
- Agency study

Other (describe) The Commission will ask for initial written comments, and will provide the opportunity for additional comments. The Commission will conduct a workshop if there is stakeholder interest or disagreement.

How interested parties can participate in the decision to adopt the new rule and formulation of the proposed rule before publication:

Interested persons may contact the Secretary, Washington Utilities and Transportation Commission, P.O. Box 47250, 1300 S. Evergreen Park Drive, S.W., Olympia, Washington, 98504-7250; Telephone (360) 664-1174; Facsimile (360) 586-1150.

Interested persons may file written comments on the CR-101 by **March 21, 2007**.

For specific information regarding opportunities for written comment and to ensure receipt of further information concerning this rulemaking, please see the attachment to this form.

DATE
February 7, 2007

NAME (TYPE OR PRINT)
Carole J. Washburn

SIGNATURE

TITLE
Executive Secretary

CODE REVISER USE ONLY

Filed with the Code Reviser's Office
February 7, 2007, 10:05 a.m.
WSR 07-04-108

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION
CR-101 - ATTACHMENT
DOCKET UT-070199

Interested persons may contact the Secretary, Washington Utilities and Transportation Commission, P.O. Box 47250, Olympia, Washington, 98504-7250, 360-664-1174 (Fax: 360-586-1150).

WRITTEN COMMENTS

Written comments may be submitted to the Commission at the address given above and should be filed with the Commission no later than **March 21, 2007**.

To assist us in evaluating whether to amend WAC 480-120-262(8), we request that you answer the following questions.

1. Within a two-week period, how many callers do you advise to hang up and call 9-1-1?
2. Within a two-week period, how many callers do you actually transfer to the 911 network?
3. What suggestions do you have for educating those who use operator services that 911 is a better option?

Electronic copies. 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. Please provide electronic files in .pdf (Adobe Acrobat) and in .doc (MS Word 97 or later) to make them most useful to the Commission. Comments may be submitted by electronic mail to the Commission's Records Center at records@wutc.wa.gov. Please include:

- The docket numbers of this proceeding (UT-070199)
- The commenting party's name
- The title and date of the comment or comments

An alternative method for submitting electronic comments is by mailing/delivering an electronic copy on a compact disc or 3 ½ inch, IBM-formatted, high-density disk. Include all of the information requested above. The Commission will post on the Commission's web site all comments that are provided in electronic format. The web site is located at <http://www.wutc.wa.gov/070199>.

If you are unable to file your comments electronically or to submit them on a disk, the Commission will always accept a paper document.

Opportunity for further comment is anticipated. Information about the schedule and other aspects of the rulemaking, including comments, will be posted on the Commission's web site 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) e-mail the Commission at [<records@wutc.wa.gov>](mailto:records@wutc.wa.gov), or (3) mail written comments to the address above to the attention of Carole Washburn, Executive Secretary. When contacting the Commission, please refer to Docket UT-070199 to ensure that you are placed on the appropriate service list. Questions may be addressed to Rebecca Beaton by phone at (360) 664-1287 or e-mail at rbeaton@wutc.wa.gov

NOTICE

TO CONTINUE RECEIVING NOTICES AND INFORMATION ABOUT THIS RULEMAKING -- The Commission wants to ensure its mailings are sent to persons who are interested in the topic and want to receive that information. **ANY PERSON WHO COMMENTS** will continue to receive notices and information. If you do not submit comments but wish to remain on the mailing list for this rulemaking, please advise the Records Center by any one of the following methods: (1) send a note with your name, address (or a copy of your mailing label), and telephone and fax numbers referencing Docket UT-070199, and the words "Please keep me on the mailing list"; or (2) E-mail your name, address, telephone and fax numbers, referencing Docket UT-070199, and the words "Please keep me on the mailing list" to <records@wutc.wa.gov>. Please note that all information in the mailings will be accessible through the Commission's Internet web site at <http://www.wutc.wa.gov/070199>. **THOSE PARTIES WHO DO NOT RESPOND MAY NOT RECEIVE FURTHER MAILINGS OR INFORMATION ON THE RULEMAKING.**