

From: [CRAY Jon * PUC](#)
To: [MENZA Candice * PUC](#)
Cc: [LACKEY Frank * PUC](#)
Subject: FW: ORSF Account #7923
Date: Monday, October 23, 2023 12:02:06 PM
Attachments: [image001.png](#)

Hi, Candice. Would you please file this on behalf of Staff in Docket No. UM 1631? I will formulate a recommendation for the Commission to consider at a public meeting.

Thanks,
Jon

From: Sandra Virgen <sandrav@hoodriver.coop>
Sent: Thursday, October 19, 2023 11:18 AM
To: CRAY Jon * PUC <Jon.CRAY@puc.oregon.gov>; LACKEY Frank * PUC <Frank.LACKEY@puc.oregon.gov>
Cc: Libby Calnon <libbyc@hoodriver.coop>; Jamie Leiblein <jamiel@hoodriver.coop>
Subject: ORSF Account #7923

Dear Oregon Residential Service Fund,

We respectfully request a waiver of the late report fees for our phone services.

- We received our Certificate of Authority in February of 2021
- In October of 2021 we began offering VoIP phone service to members.
- The staff that was handling the implementation of our VoIP service left. Training processes for new staff were difficult due to the pandemic and remote work.
- In September 2023 we received our first Lifeline participant and reached out to Jon Cray to inquire about the reimbursement process.
- We were notified by Jon Cray that we were out of compliance with the RSPF reporting. After further research it was determined that we had not been provided with login credentials to submit reports.
- In October 2023 we received credentials for the online reporting system, and we were also added to the notification listing for docket UM1180 for any rate changes.
- To date we only have 66 VoIP customers.
- The total amount collected for fees is less than \$75 for the entire time span in question.

Any consideration that can be made to waive the late report fees will be greatly appreciated.

Thank you,

Sandra Virgen

Executive Assistant

Hood River Electric & Internet Co-op



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