



**OREGON PUBLIC UTILITY COMMISSION
(INTEROFFICE CORRESPONDENCE)**

DATE: September 29, 2016

TO: File through Bryan Conway and Bruce Hellebuyck 

FROM: Malia Brock 

SUBJECT: Citizens Telecommunications Company of Oregon, Advice No. OR-16-06.
Renames and restructures nonrecurring charges to standardize both text and installation charges.

I have reviewed this filing and recommend that an acknowledgement letter be sent. The filing will go into effect on November 20, 2016. It was filed on September 22, 2016. Citizens Telecommunications Company of Oregon (Citizens) proposes to rename and restructure charges associated with service orders to better reflect service order work required. The company states that the purpose of this filing is to standardize and rename nonrecurring charges associated with service orders.

The Commission determined in Order No. 15-383 (Docket No. UM 1749), effective December 1, 2015, that the company is regulated under ORS 759.040 with special conditions in the form of price caps that are the same as those stated in Frontier Communications Northwest (Frontier) Price Plan, Sections B through P. Frontier's Price Plan was established through Order No. 14-290 (Docket No. UM 1677), which was effective August 18, 2014.

Citizens is required to comply with the provisions of Sections B through P and the "Definitions" portion of the Frontier Price Plan as a condition of being regulated as provided for under Order No. 15-383. However, the other provisions of the Frontier Price Plan *do not* apply to Citizens. Telecommunications utilities are required under ORS 759.175 to submit tariff filings to the Commission whenever they intend to change their rates, terms, or conditions of service.

Section B.1.a. of the Price Plan states: "Non-recurring charges for residential and business primary line basic service. Charges remain at pre-Plan rates." Therefore, Citizens cannot increase the rates for their non-recurring charges under the Price Plan and this filing complies with that requirement. Although the company is changing the structure of their rates, customers would not experience a rate increase because of the proposed changes. In fact, under the proposed restructure of rates, some customers would pay less than the current rates.

This proposed restructure of charges allows the company to align the work required to the charges billed. The proposed Access Line Work Charge would be charged only

when a technician is dispatched to complete an initial service order; this represents a savings to customers when this work is not required.

The proposed text specific changes for this filing are outlined below:

Current Name
Service Order

Proposed Name
Service Order Charge

Citizens proposes to rename Service Order to Service Order Charge and restructure the initial service order charges for business and residential services.

The proposed restructure of installation charges is outlined below:

Current Business Rate
Service Order-\$22.00
Line Connection-\$27.75

Proposed Business Rate
Service Order Charge-\$17.00
Central Office Connection Charge-\$27.75
Access Line Work Charge-\$5.00

Current Residential Rate
Service Order-\$10.00
Line Connection-\$12.00

Proposed Residential Rate
Service Order Charge-\$5.00
Central Office Connection Charge-\$12.00
Access Line Work Charge-\$5.00