



**DOCKET NO. UM 1310**

**Required Cover Sheet for Submission of  
2007 Annual ETC Recertification Reports**

**Filing Deadline: Monday, July 16, 2007**

Name of Eligible Telecommunications Carrier: Pine Telephone System, Inc.

Filing date: July 10, 2007

Is this: Original submission?  X

OR

Revised submission? \_\_\_\_\_

If revised, please identify which reports  
are being revised \_\_\_\_\_

Person to contact for questions:

Name Teena Thomas

Phone number 541-742-2201

E-mail address teenase@pinetel.com

**Filing instructions:** Please file reports under Docket No. UM 1310. File reports electronically via the PUC Filing Center; see the PUC website for instructions. Also send one original and 2 hard copies to the PUC Filing Center. If selected portions of reports, e.g., network improvement plans, are to receive confidential treatment, those portions should not be filed electronically. Hard copies of confidential material should be filed in accordance with confidential designation requirements described in OAR 860-011-0080. Regular delivery methods may be used to send all hard copy documents; overnight or express delivery is not necessary. Send documents to the Filing Center using one of the two following addresses, depending on the delivery carrier used:

For US mail: Public Utility Commission of Oregon  
Attn: Filing Center  
PO Box 2148  
Salem, OR 97308-2148

For other carriers: Public Utility Commission of Oregon  
Attn: Filing Center  
550 Capitol St. NE #215  
Salem, OR 97308-2148

If you have any questions on these reports, please call Kay Marinos at 503-378-6730, or Celeste Hari at 503-378-6628.

**2007 Annual Recertification Reports for ETCs in Oregon**

Docket No. UM 1310

Report Formats to Satisfy Requirements of Order No. 06-292 for 2007

**Report #1 Supported Services Offerings**

- 1.1. Basic Local Usage Service Offerings – **All ETCs**
- 1.2. Comparable Local Usage Plan – **CETCs only**
- 1.3. Supported Services Not Provided – **CETCs only**
- 1.4. Equal Access Acknowledgement – **CETCs only**

**Report #2 Unfulfilled Service Requests**

- 2.1. Unfulfilled Service Requests/Held Orders – **All ETCs**
- 2.2. Service Request Processing – **CETCs only**

**Report #3 Evidence of Advertising for Basic Supported Services - All ETCs**

**Report #4 Low-income Services – All ETCs**

- 4.1. Number of Lifeline Customers
- 4.2. Advertising of Low-income Program Service Offerings

**Report #5 Outage Report – All ETCs**

**Report #6 Trouble Report – All ETCs**

**Report #7 Network Improvement Plan – CETCs only**

**Report #8 Special Commitments/Requirements – CETCs only**

**Report #9 Certifications – All ETCs**

- 9.1. IAS or ICLS Certification Copy – **All ETCs Receiving IAS or ICLS**
- 9.2. Certification of Use of Universal Service Funds – **All ETCs Receiving Traditional High-Cost Support (HCL, LSS)**
- 9.3. Certification of Emergency Functionality and Compliance with Service Quality/Consumer Protection Measures – **All ETCs**

**Report #1 – Supported Services Offerings**

**1.1. Basic Local Usage Service Offerings – All ETCs**

Choose either A. or B. below, as applicable:

A. \_\_\_ Basic local usage service offerings are filed under tariff with the Oregon PUC. The specific tariff references (with *company name, tariff number, section and page numbers*) for the basic local usage offerings and corresponding rates are:  
1. residence:

\_\_\_\_\_

2. business:

\_\_\_\_\_

B. XX Basic local usage service offerings are **not** filed under tariff with the Oregon PUC. Submit the following information for each basic service offering that includes local usage allowances (unlimited or limited): 1) plan’s name, 2) advertised public description, 3) number of local minutes included, 4) calling area included, and 5) rates and charges. Include basic offerings for both residence and business services.

**\*Please see Attachment A**

**1.2. Comparable Local Usage Plan – CETCs only**

The carrier certifies that it offers at least one basic local usage plan that is comparable to those offered by the ILECs in its designated service area: yes \_\_\_ no \_\_\_

Identify which of the plans in 1.1.B above are “comparable” to the ILEC local usage offerings, and explain the basis for the comparability. \_\_\_\_\_

\_\_\_\_\_

**1.3. Supported Services Not Provided – CETCs only**

Identify any supported services that were not available at designation, but were to be provided as a condition of ETC designation (e.g., toll restriction for qualifying low-income consumers, E911): \_\_\_\_\_

Are these services provided currently? yes \_\_\_ no \_\_\_

If no, explain why not: \_\_\_\_\_

**1.4. Equal Access Acknowledgement – CETCs only**

The carrier acknowledges that it may be required to provide equal access if it is the only remaining ETC in an area: yes \_\_\_ no \_\_\_

## **Report #2 – Unfulfilled Service Requests**

### **2.1. Unfulfilled Service Requests/Held Orders – All ETCs**

Choose **either A. or B.** below, as applicable:

- A. \_\_\_ Service quality reports for “primary held orders over 30 days” were filed with the Oregon PUC for calendar year 2006. No additional submission is required for recertification purposes.
- B. **X** Service quality reports for “primary held orders over 30 days” were **not** filed with the Oregon PUC for calendar year 2006. In this case, choose **one** of the following alternatives for reporting:
1. **X** The number of customer requests for supported services that were not fulfilled during calendar year 2006:   0  .  
If greater than zero, include an attachment noting for each such request, the location (address) of the request and a description of attempts to provide service.
  2. \_\_\_ The number of “primary held orders over 30 days” (as defined in Section 860-034-0390 of the Oregon Commission rules) for calendar year 2006:           .  
If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

### **2.2. Service Request Processing - CETCs only**

Submit a description of how the carrier ensures that every request for service that cannot be immediately fulfilled is recorded and processed under the 6-step process set forth in 47 CFR Section 54.202(a)(1)(i).

**Report #3 – Evidence of Advertising for Basic Supported Services  
(excluding low-income/lifeline) – All ETCs**

Describe how basic supported services were advertised during calendar year 2006 throughout the designated service area. List the types of media used, advertising frequencies and geographic coverage. Attach examples of actual advertisements, noting dates, specific distribution methods, and target geographical populations, sufficient to demonstrate that basic supported services and rates were advertised **throughout** the designated service area in 2006.

**\* Please see Attachment B**

**Report #4 – Low-income Services – All ETCs**

**4.1. Number of Lifeline Customers – All ETCs**

The total number of customers receiving Lifeline discounts during the month of December 2006 in the designated service area:  23 .

**CETCs only** - also list counts by ILEC service area as follows:

<u>ILEC Svc Area</u>	<u>No. of Lifeline customers</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**4.2. Advertising of Low-Income Program Service Offerings – All ETCs**

Submit copies of all advertisements (for all media) for Lifeline, LinkUp, and OTAP service offerings that were run during calendar year 2006, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

**\* Please see Attachment B**

## **Report #5 – Outage Report – All ETCs**

Choose either A. or B. below, as applicable:

A.  Carrier was required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2006. No additional submission is required for recertification purposes.

B.  Carrier was *not* required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2006. Select #1 (wireline carriers) or #2 (wireless carriers) below.

1.  The number of service outages, as defined in Oregon PUC rules, that occurred during calendar year 2006 was 0.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

2.  The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2006 was \_\_\_\_\_.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

**Report #6 – Trouble Report – All ETCs**

Choose either A. or B. below, as appropriate:

A. \_\_\_\_ Trouble reports were filed with the Oregon PUC for calendar year 2006 per Oregon PUC service quality rules. No additional submission is required for recertification purposes.

B. X Trouble reports were **not** filed with the Oregon PUC during calendar year 2006. In this case, choose **one** of the following alternatives for reporting:

1. \_\_\_\_ The number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2006, for each company switch.

<u>Trouble Type</u>	<u>Switch A (location)</u>	<u>Switch B (location)</u>
No service	_____	_____
Network busy	_____	_____
Interruption of service	_____	_____
Poor reception	_____	_____

2. X The number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, received during calendar year 2006: \* 1 per 100 working access lines.

**\* Please note - This is PER YEAR**



## **Report #7 – Network Improvement Plan – CETCs Only**

The following detailed information must be included in each network improvement plan. Only CETCs must file these plans for recertification purposes. CETCs that receive *only* low-income program support (no high-cost or access-related support), do not have to file network improvement plans. CETCs are strongly encouraged to use the format laid out in the attached Excel worksheets to provide information required in the outline below (taken from the UM 1217 order), rather than use some other format developed by the CETC.

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7.1. Demonstration of use of support funds (other than low-income funds) received during 2006, including:

- 7.3.1.1. The amount of support funds, by type, received during the year.
- 7.3.1.2. Year-end counts of eligible lines/handsets in service for each ILEC service area as they were reported to USAC for the past December.
- 7.3.1.2. Identification of each project for which the support was used, the actual support expenditures (by amount and type) for each project, and status of project (completed or still in progress).
- 7.3.1.3. The resulting benefits to consumers (qualitative and quantitative) from each project and updates to coverage and signal strength maps.
- 7.3.1.4. Explanation of how and why actual spending of support funds differed from spending proposed in the previous network improvement plan.

7.3.2. Updates to network improvement plan for the current calendar year and the following year:

- 7.3.2.1. Forecast of support amount, by type (LSS, HCL, ICLS, IAS), that the applicant expects to receive during each of the next 2 years, as well as an explanation of how the forecast was derived.
- 7.3.2.2. Detailed information for each project that will use support funds:
  - 7.3.2.2.1. Description and purpose of the project, its physical location and the ILEC serving that area.
  - 7.3.2.2.2. The start date and completion data (by quarter).
  - 7.3.2.2.3. Amount of support money allocated to the project, in total and broken down by investment and expense types.
  - 7.3.2.2.4. The amount of company's own funds that will be used for each supported project.
  - 7.3.2.2.5. Brief explanation of why the carrier would not make these improvements without the availability of support funding.
  - 7.3.2.2.6. Quantification of resulting service improvements by type (increased coverage, signal strength, capacity, etc.), population benefited, and geographic area benefited (shown on map).

**Report #8 – Special Commitments/Requirements – CETCs only**

Did the Oregon PUC impose any special commitments or requirements at initial designation or during the previous annual recertification process? yes \_\_\_\_ no \_\_\_\_.

If yes, identify the commitments or requirements and explain if, and how, they have been met.

## **Report #9 – Certifications - All ETCs**

### **9.1. IAS or ICLS Certification Copy – All ETCs Receiving IAS and/or ICLS**

All ETCs receiving interstate access-related support (IAS or ICLS) must submit a copy of the certification for the use of IAS or ICLS support that was sent to USAC and the FCC in June 2007.

### **9.2. Certification of Use of Universal Service Funds – All ETCs receiving HCL and/or LSS (Rural ILECs and CETCs Designated in Rural ILEC Areas)**

To continue receiving traditional high cost support (HCL, LSS), ETCs must submit a notarized affidavit signed by a responsible company official certifying that the carrier will use the high cost support funds only for the intended purposes. Use of the sample affidavit form displayed on the following page is recommended.

### **9.3. Certification of Emergency Functionality and Compliance with Service Quality and Consumer Protection Measures – All ETCs**

Each ETC must submit a notarized affidavit signed by a responsible company official certifying that the carrier: 1) is able to remain functional in an emergency, and 2) is complying with all service quality and consumer protection measures in either the applicable Oregon Commission rules (for wireline carriers), the CTIA Consumer Code (for wireless carriers), or some other specific set of standards. All ETCs must submit this affidavit. A copy of an acceptable affidavit form follows the affidavit for high cost support.



**Interstate Common Line Support (ICLS)  
2007 - 2008**

**ICLS**

Date: 20-Jun-07

To: Marlene H. Dortch  
Office of Secretary  
Federal Communications Commission  
445 - 12th Street, SW  
Washington, DC 20554

Karen Majcher  
Vice President - High Cost and Low Income Division  
Universal Service Administrative Company  
2000 L Street, NW, Suite 200  
Washington, DC 20036

Re: CC Docket No. 06-45  
**Interstate Common Line Support - ICLS**  
Annual Certification Filing

This is to certify that Pine Telephone System, Inc.  
will use its **INTERSTATE COMMON LINE SUPPORT - ICLS** only for the provision, maintenance  
and upgrading of facilities and services for which the support is intended.

I am authorized to make this certification on behalf of the company named above. This certification is for the  
study area(s) listed below. (Please enter your Company Name, State and Study Area Code)

**ICLS**

Your Company Name	State	Your Study Area Code
Pine Telephone System, Inc.	Oregon	532392

(If necessary, attach a separate list of additional study areas and check this box.)

Signed,

*Ron L. Milford*  
[Signature of Authorized Representative]

Date: 20-Jun-07

Ron L. Milford  
[Printed Name of Authorized Representative]

President  
[Title of Authorized Representative]

Carrier's Name: Pine Telephone System, Inc.  
Carrier's Address: 104 Center Street, Halfway, OR 97834  
Carrier's Telephone Number: 541-742-2201

**Date Received**  
(For official use only)

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, RON L. MILFORD, being of lawful age and duly sworn, on my oath, state that I am the PRESIDENT [an officer] of Pine Telephone System, Inc. ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

Pursuant to the rules of the Federal Communications Commission, 47 C.F.R. § 54.314, there must be annual certification that funds received under the federal Universal Service Fund programs will be used only for the provision, maintenance and upgrading of facilities and services for which the support is intended. The Company hereby certifies to the Public Utility Commission of Oregon that pursuant to 47 C.F.R. § 54.7, and for purposes of the certification required under 47 C.F.R. § 54.314, the company will use all federal high-cost support provided to it only for the provision, maintenance and upgrading of facilities and services for which the support is intended, consistent with the principles of universal service set forth in 47 U.S.C. 254. This includes, but is not limited to, trying to meet the goal of the provision of services that are properly supported by the high-cost funds at rates that are reasonably comparable to rates charged for similar services in urban areas.

DATED this 10 day of July, 2007.

Pine Telephone System, Inc. (Company)

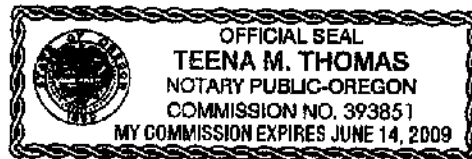
By: Ron L. Milford (Name)

Its: PRESIDENT (Title)

SUBSCRIBED AND SWORN to before me this 10 day of July, 2007.

Teena M. Thomas  
Notary public in and for the State of Oregon

My Commission Expires: June 14, 2009



AFFIDAVIT CERTIFYING EMERGENCY FUNCTIONALITY AND COMPLIANCE WITH SERVICE QUALITY AND CONSUMER PROTECTION MEASURES

I, Ron L. Milford, being of lawful age and duly sworn, on my oath, state that I am the PRESIDENT [an officer] of Pine Telephone System, Inc. ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

The Company hereby certifies to the Public Utility Commission of Oregon, pursuant to the requirements of Commission Order No. 06-292, that it:

- 1) is able to remain functional in emergencies, and,
- 2) complies with service quality and consumer protection measures in (check one):
  - applicable Oregon Commission rules, or
  - the CTIA Consumer Code for Wireless Carriers, or
  - other (describe and explain conformance with requirements of Order No. 06-292): \_\_\_\_\_

DATED this 10 day of July, 2007.

Pine Telephone System, Inc. (Company)

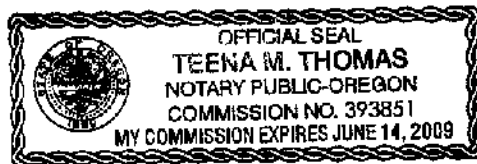
By: Ron L. Milford (Name)

Its: PRESIDENT (Title)

SUBSCRIBED AND SWORN to before me this 10 day of July, 2007.

Teena M. Thomas  
Notary public in and for the State of Oregon

My Commission Expires: June 14, 2009



BASIC SERVICE FROM PINE TELEPHONE SYSTEM, INC. INCLUDES:

Single party service  
Touch-tone  
Voice grade access to the public switched network  
Access to emergency service  
Access to operator service, interexchange carrier, and directory assistance

Pine Telephone System, Inc. is proud to offer basic service to all customers in our service territory.

Our rate for Residential Basic Service:

Halfway, Oxbow, Brownlee: \$10.00  
Granite, Stices Gulch, Greenhorn: \$10.00

Our rate for Business Basic Service:

Halfway, Oxbow, Brownlee: \$15.00  
Granite, Stices Gulch, Greenhorn: \$15.00

**\* Please note - This attachment shows only the basic rates for Residential and Business that Pine imposes.**

PUBLIC NOTICE OF BASIC TELEPHONE SERVICE  
AVAILABLE FROM PINE TELEPHONE SYSTEM, INC.

Pine Telephone System, Inc. is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utilities Commission. We've been offering quality reliable telephone service since 1946 and realize that basic service is a fundamental aspect of everyday life.

BASIC SERVICE FROM PINE TELEPHONE SYSTEM, INC. INCLUDES:

- Single party service
- Touch-tone
- Voice grade access to the public switched network
- Access to emergency service
- Access to operator service, interexchange carrier, and directory assistance

Pine Telephone System, Inc. Is proud to offer basic service to all customers in our service territory.

Our rate for Residential Basic Service:

Halfway, Oxbow, Brownlee:	\$17.63
Granite, Stices Gulch, Greenhorn:	\$17.63

Our rate for Business Basic Service:

Halfway, Oxbow, Brownlee:	\$22.78
Granite, Stices Gulch, Greenhorn:	\$22.78

Low-income individuals may be eligible for Lifeline and Link-up telephone assistance programs which provide discounts from these basic rates. Also available to Lifeline customers is toll blocking which lets customers block outgoing long distance calls free of charge.

If you have questions, or would like to become a customer of Pine Telephone System, Inc. please contact us at 541-742-2201 or visit our business office at 104 Center Street.

**\* Please note - This attachment shows the actual amount each customer pays per month including misc. taxes and surcharges.**





# PINE TELEPHONE SYSTEM, INC.

P. O. BOX 706 104 CENTER STREET  
HALFWAY, OREGON 97834  
(541) 742-2201 FAX (541) 742-4321

November 8, 2006

The Hells Canyon Journal  
P.O. Box 646  
Halfway, OR 97834

To the Editor:

Enclosed find our Statement of Nondiscrimination and Public Notice of Basic Telephone Service Available which Pine Telephone System, Inc. needs run in the next edition of your paper.

Would you please send a Affidavit of Publication letter dated that confirms that Pine Telephone System, Inc. did have this published.

Please bill our Company for this service when completed.

Thank you for your help in this matter.

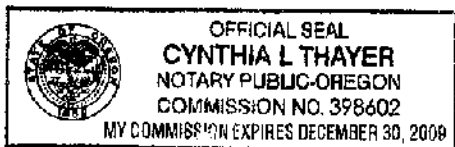
Sincerely,

RODNEY HUFF, President  
Pine Telephone System, Inc.  
P.O. Box 706  
Halfway, Oregon 97834

AFFIDAVIT OF PUBLICATION

State of Oregon, County of Baker, ss.

I, Debra Lowe, being first duly sworn, affirm that I am the Secretary of the Hells Canyon Journal, a weekly newspaper of general circulation published in the City of Halfway, Baker County, State of Oregon; that such newspaper is made up of at least eight (8) pages of six (6) columns each, of at least twenty-one (21) inches in depth of type matter; that such newspaper was regularly and uninterruptedly published once each week for at least twelve (12) consecutive months immediately preceding the first publication of the attached public notice and has more than two hundred (200) bona fide subscribers within said county; that the attached public notice Basic Services of which one hereto attached is a true and correct copy as printed, was published in the regular and entire issue of said newspaper and not in any supplement thereof, once each week for one successive and consecutive weeks, commencing with the issue dated the 15 day of Nov, 2006; ending with the issue dated the 15 day of Nov, 2006; that the amount of charge made and to be collected by such newspaper for such publication is \$ 5976.



Debra Lowe

Subscribed and sworn to before me this 17<sup>th</sup> day of December, 2006.

Cynthia L. Thayer  
Notary Public for Oregon

My commission expires 12/30/09

## STATEMENT OF NONDISCRIMINATION

PINE TELEPHONE SYSTEM, INC. Is the recipient of Federal financial assistance from the Rural Electrification Administration, and agency of the U.S. Department of Agriculture, and is subject to the provision of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulation of the U.S. Department of Agriculture. In accordance with Federal law and the U.S. Department of Agriculture's policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, religion, age, or disability (Not all prohibited bases apply to all programs).

The person responsible for coordinating this organization's nondiscrimination compliance is G. RODNEY HUFF, PRESIDENT/GENERAL MANAGER. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statues and regulations listed above from and/or file a written complaint with this organization. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410, or call (202) 720-5964 (voice or TDD). USDA is an equal opportunity provider and employer. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

PINE TELEPHONE SYSTEM, INC.  
P.O. BOX 706  
104 CENTER ST.  
HALFWAY, OREGON 97834-0706  
541-742-2201  
11/05

## CONSUMER RIGHTS AND RESPONSIBILITIES

*If you are applying for service or have service with any utility company in Oregon, you have certain rights and obligations. Following is a summary of those rights and obligations prepared by the Consumer Services Division of the Public Utility Commission. The RmWm described here apply only to electricity, natural gas, telephone and water services regulated by the PUC.*

*The utility company's main obligation is to provide you with reliable services at rates approved by the PUC. Your main obligations are to pay for the services you use, to not damage or tamper with the company's facilities, and to notify the company when you move, if you wish to change your service or if you have a problem.*

- **DEPOSITS** - The utility may ask you to pay a deposit. If a deposit is required, you have the right to pay it in several installments.
- **THIRD-PARTY-NOTICES** - You have the option to ask that another person receive your bills and notices if, for some reason, you are unable to receive or understand those bills and notices. Also, you may ask your utility company to furnish you with notices in another language if you do not understand English.
- **FINANCIAL ASSISTANCE** - Several programs provide financial help, depending on your circumstances. The Low-Income Energy Assistance Program (LEAP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help their customers. The Oregon Telephone Assistance Program (OTAP) provides reduced phone bills for qualified low-income customers. The Link-Up America program provides financial help with telephone service installation charges for qualified persons.
- **DISCONNECTION NOTICES** - Before a utility company can disconnect your service, the company must notify you. Electric and gas companies are required to give you a 15-day notice, another notice 5 days before disconnection, and must try to contact you the day disconnection is scheduled. Telephone and water utilities must provide written notice at least 5 days before service is disconnected.
- **MEDICAL CERTIFICATES** - If you or a member of your family has a serious health problem and your utility service is threatened, you may obtain a medical certificate from your doctor or other medical professional who provides your health care. A medical certificate will prevent immediate disconnection of your service and require your utility to allow you to set up a payment plan to pay any overdue bill. (Medical certificates do not apply to water utilities.)
- **PAYMENT PLANS** - You may take advantage of one of several special payment options designed to make it easier to pay your electricity or natural gas utility bills. You may pay your bills on an equal-payment plan which will spread out your payments over the year. If you are unable to pay your electricity or gas bills for a period of time and your utility intends to cut off your service, you may also enter into a special agreement to pay the overdue amount over a period of time.
- **LATE CHARGES** - Customers are responsible for paying their utility bills on time. Under certain circumstances utilities may add a late payment charge to bills not paid on time.
- **TELEPHONE SOLICITATION** - Several laws and rules protect telephone customers against unwanted phone calls from persons or companies trying to sell products or services. To opt out of telephone solicitations, call the National Do Not Call Registry - 1-888-382-1222.
- **RESOLVING DISPUTES** - If you have a dispute with your utility company that is not resolved by contacting the company, the PUC's Consumer Services Division is available to help you. You may contact the PUC by calling toll-free 1-800-522-2404.
- **CONSUMER ORGANIZATIONS** - If you wish to contact one of several organizations which offer help to consumers, the PUC Consumer Services Division maintains a list of organizations and how to contact them. That list is available by calling the same toll free number, 1-800-522-2404.

If you have questions about any of the matters described in this summary, please contact your local utility company or the PUC Consumer Services Division. If you do not speak English, please try to arrange in advance for an interpreter to help you. While utilities and the PUC are sensitive to special needs of persons who do not speak English, the offices may not have someone available who speaks your primary language.