

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMMISSION ADVISORY & COMPLIANCE DIVISION
Telecommunications BranchRESOLUTION NO. T-14023
November 22, 1989

R E S O L U T I O N

ROSEVILLE TELEPHONE COMPANY, ORDER AUTHORIZING THE USE OF A SUPERSEDURE FORM AND TO ALLOW ROSEVILLE TELEPHONE COMPANY TO SEND DISCONNECT SERVICE NOTICE IF THE SUPERSEDURE FORM IS NOT RETURNED TO THE UTILITY WITHIN FIFTEEN (15) DAYS FROM THE DATE ISSUED.

BY ADVICE LETTER NO. 277 FILED NOVEMBER 1, 1989.

SUMMARY

This resolution approves Roseville Telephone Company's (Roseville) Advice Letter No. 277 filed November 1, 1989, which modifies the conditions for granting supersedure of telephone service.

Advice Letter No. 277 seeks approval to use a standard form designated as "REQUEST FOR SUPERSEDURE" which will be given out or mailed by the utility to the party initiating the transaction. It also seeks approval to discontinue service with proper notification if the form is not received by the utility within fifteen (15) days after issuance. The foregoing clarifies responsibility and allows the utility to discontinue service accordingly.

BACKGROUND

Currently, Roseville allows an applicant to supersede the service of a customer discontinuing service when the applicant is to take service on the premises where the service is being rendered, upon receipt of a written notice signed by the customer and the applicant, and where arrangement acceptable to the utility is made to pay outstanding charges against the service.

In this current procedure, the format and contents of the written notice varies from party to party since there is no form being provided by Roseville.

By Advice Letter No. 277, Roseville proposes to use a supersedure form designated as "REQUEST FOR SUPERSEDURE" in order to standardize requests for supersedure, and to make the transfer procedure less complicated for customers and applicants. This form will be completed and signed by the outgoing customer; reviewed and given conformity to by the incoming customer; and

should be received by the utility within fifteen (15) days from the issuance date of the form.

By Advice Letter No 277, Roseville also proposes to send a 5-day written notice of possible discontinuance of service to the outgoing customer if the supersedure form is not received by the utility within the 15-day time frame. The purpose of this provision is to prevent any customer confusion over who has responsibility for the account.

The proposed Request for Supersedure form includes the provision that the outgoing customer shall notify the incoming customer if the former elects to cancel the request for supersedure and/or disconnect service prior to actual supersedure. It also provides that disclosure of bills and charges will be made by the utility if the incoming customer requires such.

PROTESTS

No protests have been received by the Commission Advisory and Compliance Division (CACD).

DISCUSSION

The proposed Request for Supersedure form confirms a change in responsibility for telephone service. Since it is initiated and accomplished by the customer and the applicant, it is a contractual agreement that is direct and complete. It states the request for change, the responsibilities of the customer and his concurrence to any disclosure of facts, the obligations of the applicant and his rights to inquire on the status of the account. At the same time, it directs the utility on what action to take for requests of this nature.

Roseville requests a 15-day time frame whereby the customer and the applicant should accomplish and sign the supersedure form. If the form is not received within this 15-day period, telephone service may be discontinued by the utility after a standard 5-day written notice of possible discontinuance of service has been sent to the customer.

In Pacific Bell's Schedule Cal. P.U.C. No. A2, Rule No. 23 - Priority of Establishment, Supersedure of Service and Change in Billing, as authorized by Resolution T-13016, the applicant qualifies for the establishment of service if the form "Request to Transfer Customer Responsibility" is signed for business service by the outgoing customer and the applicant, and received by the utility within fifteen (15) days or as otherwise agreed to by the utility. Signatures are not required for residence service. In the same rule, Pacific Bell states that a customer's service may be discontinued after notice to the outgoing

customer, when the required form is not received by the utility within fifteen days of application for supersedure or change of billing, or otherwise specified by the utility.

Granting Roseville the authority to use the supersedure form and providing customers with a 15-day turnaround period will prevent any confusion arising from supersedure.

FINDINGS

(1) Advice Letter No. 277, which embodies the modification to the processing of telephone service supersedure, is appropriate and reasonable.

(2) Roseville's 15-day time frame from the issuance of the Request for Supersedure form gives sufficient time for the customer and the applicant to accomplish the written notification to the utility of their intention for supersedure of telephone service.

(3) The Request for Supersedure form is concise and self-explanatory.

(4) The condition that, if the Request for Supersedure form is not received within fifteen (15) days from issuance, a 5-day written notice of possible discontinuance of service will be sent to the customer is adequate and reasonable. This will prevent any confusion over who has responsibility for the account.

(5) This filing will be beneficial to both the utility and the parties to the supersedure.

(6) Roseville's proposed changes in its rule on supersedure and the contents of its "Request for Supersedure" form is similar to Pacific Bell's regulation on supersedure of business service as reflected in its Schedule Cal. P.U.C. No. A2, Rule No. 23 - Priority of Establishment, Supersedure of Service and Change in Billing, authorized by Resolution T-13016.

IT IS ORDERED that:

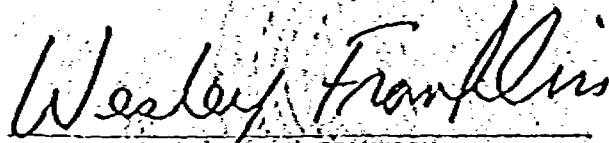
(1) Roseville's request to make the above tariff revisions contained in Advice Letter No. 277 is granted.

(2) Roseville's Revised Cal. P.U.C. No. 2131-T through 2137-T shall be marked to show that such sheets were authorized by Resolution of the Public Utilities Commission of the State of California No. T-14023.

(3) The effective date of this Resolution is today.

I certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on November 22, 1989. The following Commissioners approved it:

G. MITCHELL WILK
President
FREDERICK R. DUDA
STANLEY W. HULETT
JOHN B. O'HANIAN
PATRICIA M. ECKERT
Commissioners



WESLEY FRANKLIN
Acting Executive Director