

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
COMMISSION ADVISORY AND COMPLIANCE DIVISION RESOLUTION T-14537  
Telecommunications Branch July 24, 1991

R E S O L U T I O N

RESOLUTION T-14537. PACIFIC BELL. REQUEST FOR CHANGE  
IN SPECIAL BILL AND PAYMENT NOTICE RULES TO REQUIRE  
PAYMENT WITHIN SEVEN CALENDAR DAYS OF NOTICE.

BY ADVICE LETTER 15915, FILED ON MARCH 15, 1991.

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SUMMARY

Pacific Bell (Pacific), by Advice Letter No. 15915, filed March 15, 1991 requests authority under provisions of General Order 96-A to revise tariff schedule Cal. P.U.C. No. A2 changing the period after written notice within which payment must be received from seven (7) business days to seven (7) calendar days.

This resolution authorizes Pacific to modify schedule Cal. P.U.C. No. A2.1.6.B.4.d (Special Bill and Payment Notice) to require payment within seven (7) calendar days from date of written notice. Pacific estimates that the revenue impact of this filing is an increase of approximately \$4.5 million per year due to a reduction in Net Bad Debt.

BACKGROUND

Advice Letter 15915, filed March 15, 1991, requests permission to revise Schedule Cal.P.U.C. No. A2, General Regulations, 2.1.6. (Establishment of Credit) to change references from seven (7) business days to seven (7) days. The change was requested in order to eliminate customer confusion that may arise, since all other requirements for expedited payments described in Schedules Cal. P.U.C. No. A2.1.6 and A2.1.7 are stated in calendar days rather than business days.

NOTICE/PROTESTS

Pacific states that a copy of the Advice Letter was served to all competing and adjacent utilities, and to all interested parties having requested such notification, as required by General Order 96-A, Section III. G. No protests were received.

DISCUSSION

This advice letter requests permission to change the period from the date of a written notice, within which payment for excess message toll is required, from the current seven (7) business days to seven (7) calendar days. This request applies only to excess message toll billing, and is intended to provide consistency with all other requests for expedited payments described in Schedules Cal. P.U.C. A2.1.6 and A2.1.7.

Pacific expects to eliminate customer confusion that may arise as to the time frame for submitting excess message toll payments, since all other requirements for expedited payments described in Schedules Cal. P.U.C. No. A2.1.6 and A2.1.7 are stated in calendar days rather than business days.

Pacific also expects to save approximately \$4.5 million per year due to reduced Net Bad Debt. This results from the anticipated ability to discontinue service to high risk accounts two days earlier (three days during holiday weekends), thereby avoiding lost toll revenue during that period.

FINDINGS

1. Advice Letter 15915, filed March 15, 1991, requests permission to revise Schedule Cal.P.U.C. No. A2, General Regulations, 2.1.6. (Establishment of Credit) to change references from seven (7) business days to seven (7) calendar days.
2. The change from business days to calendar days will eliminate potential customer confusion and provide consistency in the requirements for expedited payments described in Cal. P.U.C. No. A2.1.6 and A2.1.7.
3. The utility expects to realize approximately \$4.5 million per year due to reduced Net Bad Debt resulting from the ability to discontinue service to high risk accounts up to three days earlier, thereby avoiding lost toll revenue during that period.

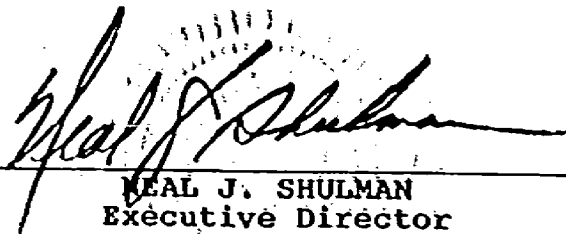
THEREFORE, IT IS ORDERED that:

1. Advice Letter 15915 is approved. The Advice Letter and appropriate tariff sheets authorized herein shall be marked to show that they were authorized under Resolution T-14537.

2. The effective date of this resolution is today.

I hereby certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on July 24, 1991. The following Commissioners approved it:

PATRICIA M. ECKERT  
President  
G. MITCHELL WILK  
JOHN B. OHANIAN  
DANIEL Wm. FESSLER  
NORMAN D. SHUMWAY  
Commissioners



NEAL J. SHULMAN  
Executive Director