

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
COMMISSION ADVISORY AND COMPLIANCE DIVISION RESOLUTION T-14903
TELECOMMUNICATIONS BRANCH April 8, 1992

R E S O L U T I O N

RESOLUTION T-14903. REQUEST BY PACIFIC BELL (U-1001-C)
TO OFFER ENHANCED 911 SERVICE UNDER TARIFF ON A
PERMANENT BASIS.

BY ADVICE LETTER 16197, FILED ON MARCH 4, 1992.

SUMMARY

Commission Resolution T-14043 (January 9, 1990) granted Pacific Bell (Pacific) authority to establish tariff Schedule Cal. P.U.C. No. A9.2.3 providing Enhanced 9-1-1 (E-911) Service on a provisional basis from January 9, 1990, through January 8, 1992. Commission Resolution T-14788 (January 10, 1992) extended this provisional authority through April 8, 1992. On March 4, 1992, Pacific filed Advice Letter No. 16197 requesting permanent authority to offer E-911 Service. This Resolution authorizes Pacific permanent authority to offer Enhanced 9-1-1 Service.

BACKGROUND

Pacific's Advice Letter No. 15643, filed November 22, 1989, requested permission to establish Schedule Cal. P.U.C. A9.2.3 to provide E-911 Service under tariff. This service had previously been provided under contract to the California Department of General Services. A twenty-four (24) month provisional authorization was granted in Resolution T-14043.

Basic 911 Service was authorized as a tariffed service in 1976. This 911 Service was technologically limited, requiring the 911 attendant located at a Public Safety Answering Point (PSAP) to manually transfer emergency calls to the emergency services in the appropriate jurisdiction (e.g., to the correct municipal police or fire department). E-911 Service allows emergency calls to be automatically routed by the utility's switching equipment to the appropriate PSAP. This reduces the time required to respond to emergencies. (The term "enhanced" when used in reference to E-911 is not used to connote "enhanced services" as defined in D.89-10-031.)

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In 1967, the Legislature recognized the value of E-911 and ordered a plan to be prepared for state-wide implementation. Prior to authorizing a provisional tariff in 1990, the service was provided under contract to approximately 212 agencies. The California Department of General Services (DGS), responsible for state-wide administration of 911 contracts and services, subsequently requested that Pacific establish a tariff to simplify DGS' administration of the service.

Pacific filed Advice Letter No. 15643 on November 22, 1989, requesting authority to offer E-911 under tariff. The DGS questioned Pacific's investment costs, and the assignment of overhead costs used to develop Pacific's E-911 proposed rates. We subsequently authorized Pacific's E-911 Service on a provisional basis, with the granting of permanent authority subject to adjustments resulting from a cost study to be provided by Pacific.

On December 1, 1991, Pacific filed Advice Letter No. 16127 requesting an extension of the expiration date of the provisional E-911 tariff for ninety (90) days in order to provide enough time to file its request for a permanent E-911 tariff. This extension was granted in Resolution T-14788.

On March 4, 1992, Pacific filed Advice Letter No. 16197 requesting permanent authority for its Enhanced 9-1-1 Service tariff.

PROTESTS

Notice of Advice Letter No. 16197 was published in the Commission Calendar on March 6, 1992. The Commission Advisory and Compliance Division has received no protest to this Advice Letter.

DISCUSSION

Commission Resolution T-14043 granted provisional authority to Pacific to offer E-911 Service for 24 months. In order to seek permanent E-911 Service authority, the Commission required Pacific to submit to the Commission Advisory and Compliance Division (CACD) a cost study of its E-911 Service. Resolution T-14043 further ordered that the methodology of the pending cost study be agreed upon by Pacific and CACD prior to the study.

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Resolution T-14788 extended the provisional authority of E-911 Service until April 8, 1992. This extension was granted to allow CACD staff to review Pacific's compliance with Ordering Paragraphs 2 and 3 of Resolution T-14043.

Pacific met with CACD and the Division of Ratepayer Advocates (DRA) on April 26, 1990, to discuss the methodology for the E-911 Service cost study. This cost study was submitted to CACD on October 9, 1990, in accordance with Ordering Paragraph 2 of T-14043. CACD has reviewed Pacific's cost study and found it properly addressed DGS' concern in the original E-911 tariff filing. CACD has no objection to the cost study and proposes no adjustments to Pacific's E-911 Service tariff. CACD recommends the E-911 Service tariff be made permanent.

FINDINGS

1. Ordering Paragraphs 2 and 3 of Commission Resolution T-14043 required Pacific to conduct a cost study of E-911 Service for approval by CACD. It also granted a 24-month provisional authority to Pacific to offer E-911 Service.
2. Commission Resolution T-14788 extended the provisional authority of Pacific's E-911 Service tariff from through April 8, 1992.
3. The extension of time was granted in order for CACD to verify Pacific's compliance with Ordering Paragraphs 2 and 3 of T-14043.
4. On March 4, 1992, Pacific filed Advice Letter 16197 requesting permanent authority for the E-911 Service tariff.
5. CACD has found that Pacific has complied with Ordering Paragraphs 2 and 3 of Resolution T-14043 on October 9, 1990, and April 26, 1990, respectively.
6. CACD has reviewed Pacific's cost study and makes no adjustments to Pacific's E-911 Service tariff and recommends that it become permanent.

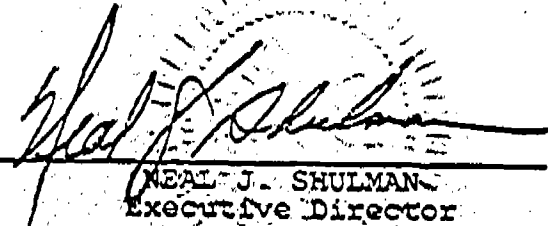
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THEREFORE, IT IS ORDERED that:

1. The provisional authority to offer Enhanced 911 Service granted to Pacific Bell by Commission Resolution T-14509 is hereby made permanent.
2. Advice Letter No. 16197 and the accompanying tariff sheets shall be marked to show this Resolution's number and effective date.

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 April 8, 1992. The following Commissioners approved it:



NEAL J. SHULMAN
Executive Director

DANIEL Wm. FESSLER
President
JOHN B. CHANTAN
PATRICIA M. ECKERT
NORMAN D. SHUMWAY
Commissioners