BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

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| IN THE MATTER OF THE APPLICATION OF UNION PACIFIC RAILROAD COMPANY TO TRANSFER LOCAL AGENCY SERVICES IN THE STATE OF IDAHO TO THE NATIONAL CUSTOMER SERVICE CENTER AT ST. LOUIS, MISSOURI. | )  )  )  )  )  )  ) | CASE NO. UP-RR-95-4  NOTICE OF HEARING  ORDER NO.  26294 |

In July 1995, Union Pacific Railroad Company (UP) filed an Application to close its seven freight agencies in Idaho and transfer their functions to the National Customer Service Center (NCSC) located in St. Louis, Missouri.  UP currently maintains agencies in Aberdeen, Idaho Falls, Montpelier, Parma, Pocatello, Sandpoint/Bonners Ferry and Weiser/Payette.  During October and November of 1995, the Commission held public hearings in each of the aforementioned communities.  The hearings were convened to primarily receive testimony from shippers and to elicit testimony specifically related to each particular agency.  Having concluded our local hearings, it is now time to schedule the final evidentiary hearing in this matter.

PRIOR HISTORY

In its Application, UP asserted that the NCSC can perform freight services more efficiently and effectively than the remaining seven agencies located in Idaho.  UP stated that Idaho customers can communicate with the NCSC 24 hours a day, 365 days per year via a toll-free telephone number.  The NCSC provides customer services for freight shippers including ordering and releasing cars, car tracing, switching instructions, rate quotes, preparing bills of lading and way bills.  UP maintained that if the Idaho freight agencies are closed, the Railroad will still be able to provide superior customer services.  The Railroad stated that it has a duty to operate its business in an efficient manner to “cut costs, meet competition, show a profit, and eliminate unnecessary or redundant services.”  Application at 3.

In Order No. 26192 issued October 6, 1995, the Commission scheduled seven public hearings to be convened in those communities where the freight agencies are located.  These public hearings were held October 26, November 1-2, and November 28, 1995.  Order No. 26192 also indicated that the Commission would convene a later technical hearing in Boise.  Having finished our seven local hearings, it is now time to schedule the technical hearing.

NOTICE OF HEARING

YOU ARE HEREBY NOTIFIED that the Commission will convene its final hearing in this matter as set out in the table below.  The Staff has advised us that the schedule set out below is agreeable with the parties.  Accordingly, we adopt the following schedule:

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| --- | --- |
| January 4, 1996  January 18, 1996  February 5, 1996  February 26, 1996  March 11, 1996  April 3, 1996 | Deadline for discovery requests  Deadline for answering discovery requests  Deadline for UP prefiled direct testimony  Staff and Intervenor prefiled direct testimony  UP rebuttal testimony  Hearing in Boise |

YOU ARE FURTHER NOTIFIED that the Commission will convene its final evidentiary hearing in this matter on WEDNESDAY, APRIL 3, 1996 AT 9:30 A.M. IN THE COMMISSION’S HEARING ROOM AT 472 WEST WASHINGTON STREET, BOISE, IDAHO (208) 334-0300.  The purpose of this hearing is to allow the parties to present evidence regarding the proposed closure of the agencies and the transfer of their functions to the NCSC.  As the Applicant, UP carries the burden of showing that it will be able to adequately service its Idaho customers if agency functions are moved to the NCSC.

YOU ARE FURTHER NOTIFIED that the prepared testimony and exhibits of the parties must be served upon the Commission and all other parties of record as set out above.  The prepared testimony and exhibits must conform to the requirements of Rules 266-67 of the Commission’s Rules of Procedure, IDAPA 31.01.01.266-267.

YOU ARE FURTHER NOTIFIED that all hearings in this matter will be held in facilities meeting the accessibility requirements of the Americans with Disabilities Act.  Persons needing the help of a sign language interpreter or other assistance of the kind that the Commission is obligated to provide under the Americans with Disabilities Act in order to participate in or to understand the testimony and argument at a public hearing may ask the Commission to provide a sign language interpreter or other assistance at the hearing.  The request for assistance must be received at least five (5) working days before the hearing by contacting the Commission Secretary at:

IDAHO PUBLIC UTILITIES COMMISSION

PO BOX 83720

BOISE, IDAHO  83720-0074

(208) 334-0338  (TELEPHONE)

(208) 334-3151  (TEXT TELEPHONE)

(208) 334-3762  (FAX)

YOU ARE FURTHER NOTIFIED that all proceedings in this matter will be conducted pursuant to the Commission’s Rules of Procedure, IDAPA 31.01.01.000 et seq.

YOU ARE FURTHER NOTIFIED that the Commission has jurisdiction over this matter pursuant to provisions of Title 61 and specifically Idaho Code §§ 61-302 and 61-316.

O R D E R

IT IS HEREBY ORDERED that the Commission adopts the hearing schedule proposed by the parties.  The parties are directed to adhere to the schedule outlined in the body of this Order.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this                  day of  December 1995.

                                                            RALPH NELSON, PRESIDENT

                 MARSHA H. SMITH, COMMISSIONER

DENNIS S. HANSEN, COMMISSIONER

ATTEST:

Myrna J. Walters

Commission Secretary

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