



OFFICE OF THE MAYOR
 911 North 7th Avenue
 P.O. Box 4169
 Pocatello, Idaho 83205
 (208) 234-6163
 Fax: (208) 234-6297
 www.cityofpocatello.org

ROGER W. CHASE
 Mayor

Pocatello City Council:
 RON FRASURE
 GARY MOORE
 HARRY NEUHARDT
 EVA JOHNSON NYE
 RICHARD STALLINGS
 BRIAN T. UNDERWOOD

April 17, 2003

IN THE MATTER OF THE APPLICATION OF)
 QWEST CORPORATION TO PHASE OUT AND) CASE NO. QWE-T-03-10
 CLOSE THE BOISE AND POCATELLO)
 CUSTOMER PAYMENT CENTERS.) ORDER NO.29218
)

The City of Pocatello, Idaho hereby objects to the closing of the customer payment centers (CPCs) located in Pocatello and Boise. We believe that the Qwest Corporation has an obligation to maintain the CPCs in Idaho for the convenience of their customers and for the well being of our communities.

The importance of personal contact cannot be overlooked in this age of technology. While the automatic payment and other options noted by Qwest are available, many individuals prefer to conduct business in person. Automated systems and call centers are becoming popular, but personal contact allows customers to feel valued. The City is in a similar situation. Our utility customers have requested various payment options, which we are beginning to provide, but we understand that we will never be able to close our payment windows.

In addition, Pocatello has experienced the closure of several businesses over the last few years and any loss of jobs in our community greatly concerns us. The individuals working at this CPC would be losing their livelihoods, which has a direct impact on Pocatello and the State of Idaho. The taxes and income recognized by these jobs will most likely be going out of state.

We ask that the Idaho Public Utilities Commission not allow the Qwest Corporation to close the CPCs in Idaho.

Sincerely,

Roger W. Chase
 Mayor

RWC/aln

cc: Adam L. Sherr, Qwest
 Susan Mohr, Qwest

RECEIVED
 FILED
 2003 APR 21 AM 8:51
 IDAHO PUBLIC UTILITIES COMMISSION