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Legislative Services Office Idaho State Legislature

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Director

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IDAHO PUBLIC UTILITIES COMMISSION

MEMORANDUM

TO: Rules Review Subcommittee of the Senate State Affairs Committee and the House State Affairs Committee
FROM: Division Manager - Mike Nugent
DATE: September 10, 2012
SUBJECT: Public Utilities Commission

IDAPA 31.41.01 - Rules Pertaining To The Customer Relations Rules for Telephone Corporations Providing Services in Idaho Subject to Customer Service Regulation by the Idaho Public Utilities Commission (The Telephone Customer Relations Rules) (Docket No. 31-4101-1201)

The Idaho Public Utilities Commission is proposing to amend its rules regarding customer relations by telephone companies by adopting both temporary and proposed rules. The Commission indicates that the rule changes were initiated by telephone companies as a result of the competitive change in the marketplace since 1993 when the rules were last amended. The temporary and proposed rules would increase the time to restore service when outages occur, would eliminate penalty payments and would eliminate certain automatic reporting requirements to the Commission from telephone companies. It appears that the temporary and proposed rules have been promulgated within the scope of statutory authority granted to the Public Utilities Commission.

cc: Public Utilities Commission
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