

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF AN INVESTIGATION)	
INTO RURAL TELEPHONE COMPANY'S)	CASE NO. RUR-T-07-01
COMPLIANCE WITH COMMISSION)	
RULES REGARDING CLASSIFICATION OF)	
LOCAL SERVICE AND NOTICE OF)	ORDER NO. 30232
TERMINATION OF SERVICE)	

On January 12, 2007, a formal complaint was filed by Bill Uhl and Doris Helge against Rural Telephone Company ("Rural" or "Company"). The complaint contains numerous allegations related to service outages experienced last winter. The Commission has reviewed these issues in its investigation in Case No. RUR-T-06-01 that was conducted to examine the Company's response following service outages during the winter of 2005-2006, including whether the Company complied with Commission rules relating to customer notice. As part of its investigation, the Commission also directed the Company to respond to a question regarding customer classification for local service. The Commission in Case No. RUR-T-06-01 concluded that Rural's tariff regarding classification of service as business or residential was inconsistent with the Commission's rules. The Commission directed Rural to "revise its tariff to be consistent with the Commission's Telephone Customer Relations Rules regarding the classification of residential and business service." Order No. 30140, p. 4. The Commission will not again review those issues in this case.

The complaint also contains new allegations that the Company, after revising its tariff as directed by the Commission, has erroneously applied the tariff regarding classification of service as residential or business. In addition, the complainants allege the Company is not in compliance with the Commission's rules regarding notice for termination of service. Specifically, complainants assert that Rural threatened disconnection of service while an informal complaint was pending and that the disconnect notice does not provide information required by Commission rules. Termination of service while a complaint is pending before the Commission would violate the Commission's Telephone Customer Relations Rule 311.04. IDAPA 31.41.01.311.04.

The Commission has determined to open an investigation regarding the Company's compliance with Commission rules on classification of service as residential or business, and


with Commission rules regarding customer notice for termination of service. The Company is directed to file an explanation of its procedures regarding classification of complainants' service as business rather than residential, and regarding its alleged threatened disconnection of service while an informal complaint was pending before the Commission. The Company is also directed to correct its disconnect notice to comply with Commission rules if its current notice is deficient.

Complainants also asked for "punitive, compensatory, exemplary, general, vindictive, and special damages." The Commission notes that it is not authorized by statute to consider or award these types of monetary damages in a complaint case, and therefore the Commission will not consider whether damages might be appropriate.

ORDER

IT IS HEREBY ORDERED that Rural Telephone Company is directed to respond to allegations that it has not complied with Commission rules regarding classification of service as residential or business, and that it threatened disconnection of service while an informal complaint was pending before the Commission. The Company is directed to provide its response within 21 days from the service date of this Order.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 5th
day of February 2007.



PAUL KJELLANDER, PRESIDENT

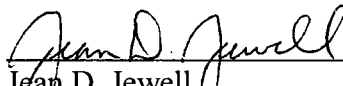


MARSHA H. SMITH, COMMISSIONER



DENNIS S. HANSEN, COMMISSIONER

ATTEST:



Jean D. Jewell
Commission Secretary

bls/O:RUR-T-07-01_ws