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## MEMORANDUM

**TO:** Public Service Commission

**FROM:** Division of Public Utilities  
Chris Parker, Director  
Marialie Martinez, Manager Customer Service  
Connie Hendricks, Office Specialist

**DATE:** May 16, 2013

**RE:** Comments on Amended R746-200 – Residential Utility Service Rules for Electric, Gas, Water, and Sewer Utilities

**Comments:**

The Division agrees with the amendments the Public Service Commission (Commission) submitted regarding changes to R746-200 but makes one suggestion to clarify certain language.

We suggest the Commission add the word “written” to R746-200-7.D.1.b as noted below:

the Commission may, upon receipt of a written petition from the account holder of the residence, or the person whose health would be threatened or illness aggravated by termination of utility service, grant an extension that normally will not exceed one additional month;

We understand “receipt of a petition” may infer a written petition. If the Commission determines that the petition can be received by other means such as by telephone, we suggest that the rule contain this information so the process is clear to the public and those who would benefit from this rule.

**Recommendation:**

The Division recommends the amendments to R746-200 be approved once the suggested change to R746-200-7.D.1.b is made.

The changes the Commission has proposed to the rule provide clarity and transparency and will provide for consistent and clear application of the rule.