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DEPARTMENT OF COMMERCE  
Office of Consumer Services

MICHELE BECK  
*Director*

To: Utah Public Service Commission

From: Office of Consumer Services  
Michele Beck, Director  
Cheryl Murray, Utility Analyst

Date: October 3, 2012

Re: In the Matter of the Resolution of Issues Related to the Designation of a Common Carrier as an Eligible Telecommunications Carrier Docket No. 10-2528-01

## Background

Following a scheduling conference on September 24, 2012 the Public Service Commission (Commission) issued a scheduling order for the Division of Public Utilities (Division) to file on October 1, 2012, a “draft” proposal outlining the business requirements the Division of Workforce Services (DWS) will incorporate into its eRep system concerning the Lifeline program. On October 3 parties are permitted to file comments on the Division’s draft.

## Draft Report

Prior to the October 1 filing the Division was to email the draft to parties to the docket and incorporate any comments received into the draft to be filed on October 1. The Office of Consumer Services (Office) received the first draft from the Division on September 25, 2012 and provided edits, comments and recommendations on that same day.

The draft filed by the Division on October 1st incorporates the majority of the Offices initial comments on the earlier (September 25) draft. We appreciate the consideration given to our comments and believe the Division’s draft provides a good foundation from which the DWS can work.

When the DWS Lifeline process is near completion and more fully scoped the Office suggests it would be worthwhile to allow another review by the parties prior to its launch. We support the effort to move forward with the understanding that there may be a need in the future to make some modifications.

## **Application**

Although not included in the draft that was filed on October 1, the Lifeline Application (Application) was provided with the September 25 draft. That version was modified from the version currently being used to incorporate a number of the concerns expressed by the Office earlier. The Office suggested a number of additional modifications to the September 25<sup>th</sup> version. We have been informed by the Division that our modifications were accepted and currently DWS is creating a new Application incorporating those changes.

Once the majority of the work from this docket is complete the Office believes that it would be appropriate for a group to again review the wording and formatting of the Application to make it more consumer friendly while still complying with all Lifeline requirements.