



State of Utah

Department of Commerce  
Division of Public Utilities

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## Action Request Response

**To:** Public Service Commission of Utah

**From:** Utah Division of Public Utilities

Chris Parker, Director

Artie Powell, Manager

Brenda Salter, Utility Technical Consultant Supervisor

Paul Hicken, Utility Technical Consultant

**Date:** July 26, 2021

**Re:** **Docket No. 21-050-T02, TARIFF** Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company's Tariff Revisions to introduce a Duplicate Bill Charge to Customers upon Request for Providing a Printed Copy of Current and/or Previous Month's Billing.

### Recommendation (Approve Tariff Sheets)

The Division of Public Utilities (DPU or Division) has reviewed the tariff filing and recommends the Public Service Commission (Commission) approve Navajo Communications, Inc. d/b/a Frontier Navajo Communications Company's (Navajo or Company) request to introduce a Duplicate Bill Charge to customers upon request for providing a printed copy of current and/or previous month's billing. The Division therefore recommends this filing become effective on or before August 19, 2021.

### Issue

Navajo submitted Advice Letter NCC-21-02 on July 19, 2021 with revised tariff sheets, with the purpose to introduce a Duplicate Bill Charge to customers upon request for providing a printed

copy of current and/or previous month's billing. On July 19, 2021 the Commission issued an Action Request for the Division to investigate the proposed changes and report its findings and recommendation to the Commission by August 2, 2021. This memorandum represents the Division's response to the Commission's Action Request.

## **Discussion**

This Duplicate Bill Charge is designed to allow the Company to recover administrative costs such as printing, handling, and postage for providing a duplicate copy of a monthly billing that was previously provided to the customer. The revised tariff sheet states that "A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit." The requested Duplicate Billing Charge is \$5.00 per statement. Although the charge may be somewhat arbitrary, it does not seem unreasonable. This proposed revision to the tariff will not affect the overall revenue picture of the company and no other rates are affected.

## **Conclusion**

The Division has reviewed Navajo's filing and has no objections to the proposed revisions. Therefore the Division recommends the Commission approve this filing as submitted on or before August 19, 2021, as requested.

Cc: Carl E. Erhart, Manager, Government & External Affairs, Citizens and Navajo  
Communications  
Leslie Zink, Sr. Manager, Pricing & Tariffs, Frontier Communications  
Justin Jetter, Assistant Attorney General, Utah Attorney General's Office