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## State of Utah

### Department of Commerce Division of Public Utilities

MARGARET W. BUSSE  
Executive Director

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Director, Division of Public Utilities

## 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:** January 20, 2022

**Re:** **Docket No. 22-041-T01, TARIFF** Citizens Telecommunications Company of Utah d/b/a Frontier Communications of Utah's Tariff Revisions to increase the Convenience Fee, per occurrence nonrecurring charge.

### 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 Citizens Telecommunications Company of Utah d/b/a Frontier Communications of Utah's (Citizens) request to increase the Convenience Fee, per occurrence nonrecurring charge. Citizens requests this filing become effective on February 20, 2022.

### Issue

On January 14, 2022, Citizens submitted Advice Letter UT-22-01 with revised tariff sheets, with the purpose to change the Convenience Fee, per occurrence nonrecurring charge. The Commission issued an Action Request on January 14, 2022, for the Division to investigate the proposed changes and report its findings and recommendation to the Commission by January 28,

2022. This memorandum represents the Division's response to the Commission's Action Request.

## **Background**

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing. The charge is not assessed if any of the following conditions are applicable: a) automated payment systems are unavailable due to system outages, b) at the time payment is made, the customer agrees to sign up for automatic bill payment, c) payment is taken for a deposit, or d) the payment is for a government account.

The previous Convenience Fee, nonrecurring charge per occurrence was \$4.50 effective on August 1, 2019. The request is to increase the charge to \$10.00 effective on February 20, 2022.

## **Conclusion**

The Division has reviewed Citizen's filing and has no objections to the proposed revisions. Therefore, the Division recommends the Commission approve this filing as submitted with an effective date of February 20, 2022, 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