



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: January 20, 2022

Re: **Docket No. 22-050-T01, TARIFF** Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company'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 Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company's (Navajo) request to increase the Convenience Fee, per occurrence nonrecurring charge. Navajo requests an effective date of February 20, 2022.

Issue

On January 14, 2022, Navajo submitted Advice Letter NCC-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 January 2, 2017. The request is to increase the charge to \$10.00 effective on February 20, 2022.

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 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