BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska Public Service Commission, on its own Motion, seeking to determine the surcharge for the 911 Service System Fund.	)	Application No. 911-002
	)	ORDER SETTING SURCHARGE
	)	Entered: November 4, 2025

BY THE COMMISSION:

Pursuant to the 911 Service System Act[1] (the "Act"), the Public Service Commission ("Commission") is the "statewide implementation and coordinating authority"[2] for 911 Service in Nebraska, with responsibility to "allocate the 911 Service System Fund in order to facilitate the planning, implementation, coordination, operation, management, and maintenance of the 911 service system."[3] The 911 Service System Fund (the "Fund") consists of surcharges collected pursuant to Neb. Rev. Stat. §§ 86-904 and 86-1070, any federal funds received for implementation and development of 911 service, and any other money designated for credit to the 911 Service System Fund.[4]

The Commission must annually determine the rate of the Wireless Surcharge for the following year after a public hearing.[5] The Wireless Surcharge is currently set at a monthly rate of 70 cents for residents of all Nebraska counties except for those in Douglas County, where the Wireless Surcharge rate is limited by statute to the current rate of 50 cents per month.[6]

On August 19, 2025, the Commission scheduled a hearing in this docket to determine the monthly rate of Wireless Surcharge for calendar year 2026.[7] Notice of

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[1] Neb. Rev. Stat. §§ 86-1032 to 86-1086 (2025).

[2] Neb. Rev. Stat. § 86-1033.

[3] Neb. Rev. Stat. §§ 86-1060(5)(a).

[4] *See* Neb. Rev. Stat. § 86-1063(1).

[5] *See* Neb. Rev. Stat. § 86-1071.

[6] Neb. Rev. Stat. § 86-1070.

[7] *In the Matter of the Commission, on its own motion, seeking to determine the surcharge for the Enhanced Wireless 911 Fund*, Application No. 911-002, ORDER SCHEDULING HEARING (August 19, 2025).

the hearing was published in The Daily Record, Omaha, Nebraska on September 2, 2025.[8] The hearing was held in the Commission Hearing Room, Lincoln, Nebraska on September 16, 2025. Ms. Shana Knutson entered an appearance for the Commission. No other appearances were entered.

E V I D E N C E

David Sankey, the State 911 Director, provided an overview of the status of the Fund and recommended that no change be made to the monthly rate of the Wireless Surcharge for calendar year 2026.[9] Specifically, Director Sankey testified that the Commission has been actively working towards implementing the statewide 911 Service System that provides Next Generation 911 services to Nebraska's citizens and visitors.[10] The 911 wireless surcharge funds collected and remitted to the 911 Service System Fund is the only funding source utilized for the purpose of planning, implementing, and operating the 911 Service System. To date, all 68 Nebraska Public Safety Answering Points ("PSAPs") have migrated to the Next Generation 911 Service System ("NG 911").[11] Over 70 percent of 911 calls placed in Nebraska are geospatially routed.[12] In addition to connecting the PSAPs, the State 911 Department is working with the NG 911 provider and the Originating Service Providers ("OSPs") to connect and deliver their calls directly to the NG 911 system by the end of this year.[13]

Director Sankey testified that while connecting all 68 Nebraska PSAPs to the ESInet is a significant accomplishment, much work remains. He stated the balance in the Fund as of September 1, 2025 was approximately $16,929,472. The Commission has approved expenditures of approximately $8 million for the 2025-2026 fiscal year to provide support for the 911 system by providing an allocation to PSAPs to compensate local exchange carriers for legacy selective routing, and to provide interim text-to-911 service.[14] The projected operational and administrative costs

[8] *See* Hearing Exhibit No. 2.

[9] *See* Hearing Transcript (TR) at 7-25.

[10] *See* TR at 8.

[11] *Id.* at 9.

[12] *Id.*

[13] *Id.* at 10.

[14] *Id.*

would bring the total anticipated expenditures to $9.5 million.[15] At the current surcharge level of seventy cents per line per month for most of Nebraska and fifty cents per line per month for Douglas County, the forecast for remittances is approximately $14 million for the 2025-2026 fiscal year.[16]

However, Director Sankey identified additional expenses that the Commission should consider in determining the surcharge level for the next calendar year. He stated that the Commission has contractual obligations with Lumen to provide statewide ESInet and Next Generation 911 Core Services ("NGCS") for approximately $1.8 million each year.[17] The Commission has additional contract obligations including a contract with Lumen for connection to the Text Control Centers ("TCCs") to provide the text-to-911 services, a contract with 911 Authority to provide consulting services, a contract with Intrado to provide GIS/TDMS services and the Emergency Call Tracking System ("ECaTS"), and statewide Management Information System ("MIS") data.[18] Additionally, the Commission has contracted with Rapid SOS to provide mapping and caller location tools that assist in improving caller location accuracy as well as voice and text translation services.[19] The costs for these contracts total approximately $1.6 million for the current fiscal year.[20]

Director Sankey testified that the State 911 Department is currently in the evaluation state of a Request for Proposal ("RFP") for a statewide data analytics system. The contract for the current system has been extended to August of 2026, and if there is a new provider identified, it will require funding both systems until transitioned.[21] Additionally, the Department is working with a consultant, 911 Authority, and Nebraska stakeholders to develop an RFP for Nebraska's next NG 911 provider.[22] The current contract with Lumen expires in January 2026.[23] It will be necessary to enter into a one-year extension with Lumen. If the successful bidder is

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[15] *Id.*

[16] *Id.*

[17] *Id.* at 11.

[18] *Id.*

[19] *Id.*

[20] *Id.*

[21] *Id.* at 12.

[22] *Id.*

[23] *Id.*

not Lumen, the potential exists that the fund will need to support both NG 911 systems until full transition has taken place.[24]

Director Sankey stated that all remittances and expenses to the 911 Service System Fund are closely monitored by the Commission's staff.[25] Utilizing a four month reserve balance cash flow analysis, models indicate that the current 911 surcharge rate will sustain the 911 Service System Fund while funding the 911 Service System and remaining elements of the Legacy 911 system during transition. Therefore, Director Sankey recommended that the Wireless Surcharge remain at its current level of 50 cents per month in Douglas County and 70 cents per month in the remaining 92 counties of Nebraska for calendar year 2026.[26]

In addition, Director Sankey informed the Commission that the 911 Service System Advisory Committee met on August 20, 2025 and discussed the wireless surcharge for calendar year 2026. The 911 Service System Advisory Committee recommended that the surcharge remain at 70 cents per line per month, subject to the statutory limitation of 50 cents applicable to wireless customers in Douglas County.[27] A letter to this effect from the Chair of the 911 Service System Advisory Committee was entered into the record.[28]

No other witnesses provided testimony at the hearing.

O P I N I O N A N D F I N D I N G S

Neb. Rev. Stat. § 86-1071 requires the Commission to hold an annual public hearing and thereafter determine the rate of the monthly wireless 911 Service System Fund Surcharge for the following year. Pursuant to Neb. Rev. Stat. § 86-1070, the Commission may set the surcharge no higher than $0.70 per month for each active wireless telephone number or functional equivalent, except in Douglas County, where the maximum wireless surcharge is $0.50.

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[24] *Id.*

[25] *Id.*

[26] *Id.* at 13.

[27] *Id.*

[28] *See* Hearing Exhibit No. 3.

The Commission has also been assigned responsibility for bringing Next Generation 911 to Nebraska. As reflected in the record, there are substantial costs associated with making the transition from the legacy 911 system to the implementation of Next Generation 911 technology. The Commission finds, based upon the testimony and financial projections presented in the record, the recommended monthly surcharge of 50 cents in Douglas County and 70 cents in the other 92 counties of Nebraska will support the continued deployment of Next Generation 911 in Nebraska while maintaining a four month contingency reserve.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the monthly wireless 911 Service System Fund surcharge, per active wireless telephone number or functional equivalent, shall remain at 50 cents in Douglas County and 70 cents in the remaining 92 counties in Nebraska, effective January 1, 2026.

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 4th day of November, 2025.

NEBRASKA PUBLIC SERVICE COMMISSION

Chair

COMMISSIONERS CONCURRING:

ATTEST:

Executive Director