

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

The Commission, on its own ) Application No. C-2621/PI-53  
motion, seeking comment on )  
the request by United Way of )  
the Midlands to be assigned )  
the use of "211" in Douglas ) ORDER SETTING  
and Sarpy Counties for access ) IMPLEMENTATION DATE  
to First Call for Help (FCFH), )  
a comprehensive information )  
and referral service. ) Entered: February 20, 2002

BY THE COMMISSION:

The Commission opened this docket on October 30, 2001, to evaluate the public benefits of designating "211" for First Call for Help, a comprehensive information and referral service, and to facilitate the potential implementation of such a system. The Commission held a workshop on December 6, 2001, in the Commission Hearing Room, and a hearing on February 6, 2002, in the Commission Hearing Room. The Commission also accepted written comments, which were due January 31, 2002.

Phone numbers for routing 211 calls were provided in a letter filed by United Way of the Midlands following the workshop. 211 calls that can be routed locally in Douglas and Sarpy Counties should be routed to 444-6666, or in the alternative, to 866-813-1731. The contact person for United Way of the Midlands is Jamesena Grimes Moore, who can be reached at 402-522-7930.

Cost recovery was also addressed in comments filed by some carriers, with some carriers indicating that they would file tariffs to recover costs associated with 211. It is our preliminary belief that individual carrier costs for 211 access will not be significant. If, however, a carrier seeks recovery of costs associated with routing 211 calls, the Commission requires that plans for cost recovery be submitted to the Commission for approval.

The Commission will make suggested language for directory listings and bill inserts available. The Commission encourages affected telephone companies to use, at minimum, the information contained in these materials to inform their customers of the availability of 211 service. Affected telephone companies include those that serve Douglas and Sarpy Counties. The Commission will be issuing public statements and press releases regarding 211 at the appropriate time.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that May 1, 2002, is the deadline set by the Commission for implementation of 211 routing.

IT IS FURTHER ORDERED that carriers seeking recovery of costs associated with routing 211 calls submit plans for cost recovery to the Commission for approval.

MADE AND ENTERED in Lincoln, Nebraska on this 20th day of February, 2002.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chair

ATTEST:

Executive Director