

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission,) Application No. C-3327/
on its own motion, seeking) PI-90
comment on the request by United)
Way of the Midlands to be)
assigned the use of "211" for)
Adams, Clay, Nuckolls and) GRANTED
Webster Counties to gain access)
to First Call for Help (FCFH), a)
comprehensive information and)
referral service.) Entered: March 22, 2005

BY THE COMMISSION:

On January 5, 2005 the Commission opened a docket to consider the request by United Way of the Midlands for use of "211" as the dialing code for First Call for Help (FCFH) services in Adams, Clay, Nuckolls and Webster Counties. The Commission previously assigned "211" to United Way of the Midlands in Application Nos. C-2621/PI-53, entered on February 20, 2002; C-2732, entered on July 23, 2002; C-3061/PI-75, entered on February 10, 2004; C-3066/PI-76, entered on February 10, 2004; C-3099/PI-77, entered on March 30, 2004; C-3223/PI-81, entered on September 21, 2004; and C-3277/PI-88 entered on February 1, 2005 for use in numerous counties throughout the state.

No protests to the application were received. A public meeting was held on the matter was held on March 9, 2005, in Hastings, Nebraska with a video link to the Commission Library in Lincoln, Nebraska to give members of the public an opportunity to ask questions and voice concerns.

Letters of support were filed with the Commission by South Rader Consultant of Trumbull Nebraska on February 22, 2005; the Executive Director of the Hastings Area Council on Alcoholism and Drug Abuse on February 23, 2005; the Executive Director of YWCA of Adams County on February 24, 2005; the Executive Director of the Child Development Council of Adams County on February 26, 2005; Mayor of Hastings on February 28, 2005; the Community Services Coordinator and Family Development Coordinator of Community Action Partnership of Mid-Nebraska on February 28; the Executive Director of Big Brothers Big Sisters of Hastings on March 2, 2005; the Family Medical Center of Hastings on March 3, 2005; the Adams County Emergency Management Agency on March 4, 2005; the Chapter Executive of the Mid-Rivers Chapter of the American Red Cross of Hastings on March 7, 2005; the Executive Director of the Hastings Literacy Program of Hastings on March 7, 2005; the Program Coordinator of Healthy Beginnings of Hastings on March 8, 2005; the Chief of Police of Hastings Police Department on March 9, 2005; a board member of

United Way of South Central Nebraska; and the Director of Curriculum of Hastings Public Schools in support of the United Way of the Midlands's application.

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

The Commission finds that use of "211" by United Way of the Midlands should be expanded to Adams, Clay, Nuckolls and Webster Counties. The contact person for United Way of the Midlands is Jamesena Grimes Moore, who can be reached at 402-522-7930.

Consistent with the original applications, it is the Commission's 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 for expansion of "211" access to Adams, Clay, Nuckolls and Webster Counties, the Commission requires that plans for cost recovery be submitted to the Commission for approval.

The Commission will make available suggested language for directory listings and bill inserts. Affected telephone companies must 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 Adams, Clay, Nuckolls and Webster Counties. The public must have easy directory access to 211 and other public interest numbers in order to maximize the benefit of such designations of scarce numbering resources. The Commission continues to strongly urge all carriers to require their directory publishing companies to display all public interest numbers such as 211, 511, 711 and 911 in a common and easily accessible location in the directory such as inside the front cover.

The Commission finds that **June 22, 2005**, should be the deadline for "211" routing for Adams, Clay, Nuckolls and Webster Counties.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that "211" is hereby, designated for use by United Way of the Midlands for a referral service in for Adams, Clay, Nuckolls and Webster Counties.

IT IS FURTHER ORDERED that **June 22, 2005**, is the deadline set by the Commission for implementation of "211" routing for Adams, Clay, Nuckolls and Webster Counties.

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IT IS FINALLY ORDERED that carriers seeking recovery of costs associated with routing "211" calls for Adams, Clay, Nuckolls and Webster Counties submit cost recovery plans to the Commission for approval.

MADE AND ENTERED in Lincoln, Nebraska on this 22nd day of March, 2005.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Lowell Johnson

Chairman

Gerald L. Vap

Ann C. Boyle

ATTEST:

Lowell Johnson

Adrian Pollock

Executive Director

//s// Frank E. Landis

//s// Gerald L. Vap