

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission,) Application No. C-3446/
on its own motion, seeking) PI-100
comment on the request by United)
Way of the Midlands to be)
assigned the use of "211" in)
Wayne and Dixon Counties for) ORDER GRANTING APPLICATION
access to First Call for Help) AND SCHEDULING PUBLIC
(FCFH), a comprehensive) MEETING
information and referral)
service.) Entered: August 30, 2005

BY THE COMMISSION:

On July 11, 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 Wayne and Dixon 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; C-3277/PI 88, entered on February 1, 2005; C-3327/PI-90, entered on March 22, 2005; C-3344/PI-92, entered on March 29, 2005; and C-3403/PI-95, entered on May 13, 2005 for use in numerous counties throughout the state.

Comments were filed with the Commission by the Hospice of Siouland on July 25, 2005; the Providence Medical Center Home Health Care and Hospice of Wayne on July 25 and August 10, 2005; the Pender Community Hospital on July 25, 2005; the Omaha Tribe of Nebraska on July 27, 2005; the Bancroft Senior Citizen Center on August 4, 2005; the Wayne Senior Center on August 5, 2005; and the Logan Valley Manor on August 10, 2005. All of the comments filed with Commission expressed support for United Way of the Midlands in its application to expand 211 service to Wayne and Dixon counties.

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 Wayne and Dixon Counties. As with the preceding applications, "211" calls can be routed 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.

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 Wayne and Dixon 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 Wayne and Dixon 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.

Additionally, the Commission finds that a public meeting should be scheduled on **September 14, 2005 at 10:00 a.m.** at the City Council Chambers, City Hall, 306 Pearl, Wayne, to give residents of Dixon and Wayne Counties an opportunity to ask questions and voice concerns regarding "211" service in their area.

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 Wayne and Dixon Counties.

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

IT IS FINALLY ORDERED that a public meeting shall be scheduled on **September 14, 2005 at 10:00 a.m.** at the City Council Chambers, City Hall, 306 Pearl, Wayne, to give residents of Dixon and Wayne Counties an opportunity to ask questions and voice concerns regarding "211" service in their area.

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MADE AND ENTERED in Lincoln, Nebraska on this 30th day of August, 2005.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Louella Johnson

Chairman

Gerald L. Vap

Anne C. Boyle

ATTEST:

Red Johnson

AdS Pollack

//s// Frank E. Landis

Executive Director

//s// Gerald L. Vap