

P-421/M-89-170AUTHORIZING SIX MONTH TRIAL OF EXPRESS INSTALLATION SERVICE

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Barbara Beerhalter	Chair
Cynthia A. Kitlinski	Commissioner
Norma McKanna	Commissioner
Robert J. O'Keefe	Commissioner
Darrel L. Peterson	Commissioner

In the Matter of Northwestern Bell Telephone
Company's Proposal to Conduct a Trial
Offering of Express Installation Service

ISSUE DATE: April 27, 1989

DOCKET NO. P-421/M-89-170

ORDER AUTHORIZING SIX MONTH
TRIAL OF EXPRESS INSTALLATION
SERVICE

PROCEDURAL HISTORY

On March 22, 1989 Northwestern Bell Telephone Company (the Company) filed a request for Commission authorization to conduct a six month trial offering of express installation service in the Twin Cities metropolitan area.

The matter came before the Commission on April 13, 1989.

FINDINGS AND CONCLUSIONS

Express Service is a service offering which would provide same day or next day installation service to residential customers willing to pay a premium for expedited installation. The rates would be \$22.00 for same day installation and \$15.00 for next day installation, in addition to regular installation fees.

The Company stated the waiting period for customers who did not choose express service would not increase by reason of this offering. Although the Company did not plan to add staff to provide Express Service, it did plan to reassign staff in more efficient configurations. The Company also planned to stop offering Express Service during any period when offering it might result in increasing the waiting period for non-Express Service customers.

The Company said preliminary calculations indicated the proposed fees would cover long run incremental costs, but one of the purposes of the trial would be to secure more cost information. The

Company had offered the service on a trial basis in Omaha, but believed it needed experience with the service in a larger metropolitan area before deciding whether to propose it for inclusion as a regular service.

The Commission will allow the trial to proceed. The Company has assured the Commission that customers who do not choose Express Service will not be prejudiced by the trial, that the time they must wait for installation will not increase. Customers who request installation four or more days in advance will continue to receive installation on the day they specify. To the best of the Company's knowledge, all costs associated with Express Service will be borne by customers receiving the service, not by ratepayers generally. Under these circumstances, allowing the trial to proceed will not adversely affect the public interest, and the trial will be approved.

Should the Company seek to offer Express Service on a permanent basis, the Commission will expect detailed cost information and proof that the trial offering has not increased actual waiting periods, as opposed to internally established target intervals, for customers requesting installation who did not choose Express Service.

ORDER

1. Northwestern Bell Telephone Company is authorized to conduct a six-month trial of Express Service in the Twin Cities metropolitan area.
2. This Order shall become effective immediately.

BY ORDER OF THE COMMISSION

Mary Ellen Hennen
Executive Secretary

(S E A L)