

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: FRONTIER COMMUNICATIONS OF IOWA, INC.	DOCKET NO. WRU-03-28-259
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ORDER GRANTING REQUEST FOR WAIVER

(Issued June 27, 2003)

On June 4, 2003, Frontier Communications of Iowa, Inc. (Frontier), filed with the Utilities Board (Board) a request for a waiver of 199 IAC 22.4(3)"c" regarding the form of customer billing so that Frontier may bill its customers electronically. The waiver request has been identified as Docket No. WRU-03-28-259. No objection to the request has been filed.

In support of its request, Frontier states that initially it will invite customers to participate in a test of electronic billing so as to determine both customer response and feasibility. Frontier states that two bill payment options will be available to test participants including either an online transaction or a traditional payment via U.S. Mail. After the completion of the test period, Frontier states it will make a determination as to whether to make electronic billing available on a systemwide basis.

To grant the waiver, the Board must find, based upon clear and convincing evidence, that the request meets the four criteria in 199 IAC 1.3. The four criteria are: 1) the application of the rule would cause undue hardship, 2) the waiver would

not prejudice the substantial legal rights of any person, 3) the provisions of the rule are not specifically mandated by statute, and 4) substantially equal protection of public health, safety, and welfare will be afforded by a means other than prescribed by the rule.

The Board finds that a waiver of 199 IAC 22.4(3)"c" should be granted, based on the Board's review of the information provided by Frontier. The Board finds that it would be an undue hardship for Frontier to not be allowed to test the viability of electronic billing since the Board has previously granted similar waivers to energy utilities seeking to implement electronic billing. The Board also finds that the waiver will not affect the substantial legal rights of any person and that equal protection of the public health, safety, and welfare have all been afforded since participation in the electronic billing testing period is optional and the availability of standard billing mechanisms will remain available to all of Frontier's customers.

IT IS THEREFORE ORDERED:

The waiver request filed by Frontier Communications of Iowa, Inc., on June 4, 2003, is granted as described in this order.

UTILITIES BOARD

/s/ Diane Munns

/s/ Mark O. Lambert

ATTEST:

/s/ Judi K. Cooper
Executive Secretary

/s/ Elliott Smith

Dated at Des Moines, Iowa, this 27th day of June, 2003.