



STATE OF CONNECTICUT
DEPARTMENT OF PUBLIC UTILITY CONTROL

THE ENERGY & TECHNOLOGY COMMITTEE

Senate Bill 417: AAC Concerning Call Centers and the Timely Repair of Public Utility Poles

March 9, 2010

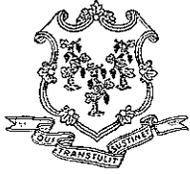
TESTIMONY OF COMMISSIONER ANTHONY J. PALERMINO

The Department of Public Utility Control (Department) does not support Senate Bill No. 417. Senate Bill No. 417 encourages any telephone company, wireless carrier and certified local exchange company (CLEC) offering telecommunications services in Connecticut to employ in-state call centers by allowing customers the option to be directed to an in-state call center, encourages the state when procuring services, to give preference to telecommunications companies with in-state call centers; and establishes procedures for the timely repair of public utility poles.

The Department does not support this proposed bill because the practical affect of this proposal exempts those companies offering local service over a Voice over the Internet Protocol- (VoIP) based platform. Since Title 16 does not provide the Department with jurisdiction over VoIP service providers, CLECs employing a VoIP platform such as Comcast, Cablevision and Charter would be exempt from this statute. Consequently, only the state's telephone companies AT&T Connecticut and Verizon New York and cellular service providers such as AT&T Mobility, Verizon Wireless and Sprint/Nextel would be required to employ in-state call centers.

In addition, the Department does not support that portion of the proposed bill which requires the adoption of regulations establishing procedures for public service companies to remove utility poles from the public rights of way if they are damaged due to accident. The Department has opened Docket No. 03-03-07RE01 DPUC Review of Public Utility Structures and Poles within Municipal Rights of Way – Compliance Review, to investigate the compliance by utility companies with a Department requirement to remove double poles in the public rights of way and institute regular compliance reporting. In its September 29, 2004 Decision in Docket No. 03-03-07 DPUC Review of Public Utility Structures and Poles within Municipal Rights of Way, the Department established time frames when utility poles must be removed by the pole custodians. As the Department is currently reviewing the removal of utility poles from the public rights of way, it would be more efficient and timely to develop a revised timetable, if necessary, during Docket No. 03-03-07RE01 to address the intent of SB 417 than during a separate regulation-making proceeding.

Therefore, the Department cannot support the proposed bill for its discriminatory impact on Connecticut's telecommunications service providers and the requirement that a



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separate regulation-making proceeding be initiated in the middle of an ongoing Department investigation.