

COMMISSIONERS

Robert "Bob" Burns - Chairman
Boyd Dunn
Sandra D. Kennedy
Justin Olson
Lea Márquez Peterson



LEA MÁRQUEZ PETERSON
COMMISSIONER

(602) 542-3625 desk
(602) 463-3814 text
LMarquezPeterson-Web@azcc.gov

ARIZONA CORPORATION COMMISSION
OFFICE OF COMMISSIONER LEA MÁRQUEZ PETERSON

OPEN MEETING AGENDA ITEM

March 16, 2020

Docket Control
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007

Re: Docket No. AU-00000A-20-0050: Commission Inquiry into Utility Preparedness Plans to Ensure Safe and Reliable Operations During the COVID-19

Chairman, Commissioners, and All Interested Parties:

On March 16, 2020, the Arizona Corporation Commission held a Special Open Meeting to ask regulated public service corporations questions related to their plans to address the COVID-19 crisis. I want to thank Commissioner Boyd Dunn for proposing the meeting and Chairman Bob Burns for quickly coordinating with Commission Staff to get the meeting scheduled and arranged.

In order to ensure the health and safety of our most vulnerable populations, students and employees are encouraged to work and study from home over the next two weeks or longer. This creates a concern as the usage of electricity, water, and internet services will increase for residential customers during daylight hours and may impact utility service availability. On March 13, 2020, I invited Arizona Superintendent of Public Instruction Kathy Hoffman to attend the Commission's meeting to present her plans for ensuring students were adequately equipped to learn from home and to collaborate with the Commission to see how our jurisdiction could be utilized in a positive way to help contribute toward common goals and objectives during this time of emergency.¹ I appreciate Superintendent Hoffman for sending her Deputy Chief of Staff, Whitney Marsh, and State E-Rate Director, Milan Eaton, to attend on her behalf and thank both of them for actively engaging in the Commission's Special Open Meeting.

In concluding the Commission's meeting, Chairman Burns suggested commissioners submit follow-up questions to the docket for specific utilities to address. On the issues of electric, water, and gas disconnections, late fees, deposits, continuation of service, and other matters related to regulated electric, water, and gas public service corporations, I believe Commissioners Dunn and Kennedy, along with Arizona PIRG Education Fund and Arizona Wildfire, have done a thorough job requesting and monitoring utility preparedness plans and proposals. I appreciate the close attention to our electric, water, and gas utilities as they present their crisis management plans to the Commission in order to ensure continuous and affordable service during these trying times.

¹ See Correspondence from Commissioner Lea Márquez Peterson (Mar 13, 2020), <https://docket.images.azcc.gov/E000005292.pdf>.



I have listed my questions for Class A and B telecommunications companies that are subject to the Commission’s jurisdiction below, to clarify that continuing broadband services will be available throughout the state and that residential and business customers will be able to operate remotely. Therefore, for the following Class A and B telecommunications companies, my questions are the following:

Class A Telecom	Class B Telecom
AT&T Corp.	Electric Lightwave, LLC
CenturyLink Communications, LLC	Frontier Communications of the White Mountains, Inc.
CenturyLink Public Communications, Inc.	Granite Telecommunications, LLC
Comcast Phone of Arizona, LLC	MCI Communications Services, Inc.
Cox Arizona Telcom, L.L.C.	McLeodUSA Telecommunications Services, LLC
Frontier Citizens Utilities Rural	Mercury Voice and Data, LLC
Inmate Calling Solutions, LLC	Navajo Communications Company, Inc.
Level 3 Communications, LLC	Teleport Communications America, LLC
Level 3 Telecom of Arizona, LLC	TeleQuality Communications, LLC
Qwest Corporation	Time Warner Cable Information Services (Arizona), LLC
	Value-Added Communications, Inc.
	XO Communications Services, LLC

Questions:

1. Has your organization committed to removing data caps for business and residential customers?
2. Is your company committed to complying with the FCC’s “Keep Americans Connected Pledge”?
3. Will the public have free use of your company’s Wi-Fi hot spots in Arizona? Have you considered relocating your hot spots with a focus on underserved communities in the state?
4. What percentage of your company’s broadband capacity is utilized during non-emergency times? What are your expectations for capacity utilization during the crisis?
5. Does your company have additional capacity that it can add as needs grow? Is this at an additional cost to customers?
6. What percentage of employees or departments within your organization will be working remotely during the crisis? Will any services be interrupted during the crisis? How will you ensure excellent customer service during this time?
7. How can your organization ensure that 9-1-1 services will not be interrupted during this crisis?
8. How is your organization coordinating with businesses / government agencies that are creating a remote workforce (assistance with VPN, Firewalls)?



9. Are there any programs your organization can provide to schools or students in your region (at no additional cost) to ensure a smooth transition to learning at home?
10. How is your organization communicating with your customers during this crisis?
11. Is your organization offering a "low cost" program for low income families?

Please update the docket before close of business Friday, March 20, 2020, related to your broadband and telecommunications services during this COVID-19 crisis.

I look forward your responses and appreciate your collaboration as the Arizona Corporation Commission works to ensure internet connectivity and reliability for Arizona's students, businesses, and emergency public responders. Thank you.

Sincerely,

A handwritten signature in blue ink that reads "Lea Márquez Peterson".

Lea Márquez Peterson
Commissioner

