

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of an Investigation in)	
which to Gather Information about)	
the Facility Extension Practices of)	File No. TO-2016-0184
ETCs Eligible to Receive High Cost)	
USF Support.)	

MoKan Dial Inc's Response to

Questions for companies receiving high-cost USF support regarding service requests in areas where the company lacks sufficient facilities to provide service.

1. Provide a direct link to the specific portion of a company's website or alternatively cite the specific portion of a company's tariff that describes the charges, allowances and other relevant information for line extensions or situations where facilities are not in place to fulfill an applicant's request for service.

RESPONSE:

MoKan does not maintain a company website with a link to new service line extension charge information. If a customer desires this information, the tariff provisions would be made available by email, fax, or standard mail.

MoKan's PSCMo No. 2 tariff Sheets 12-14 authorize advances for delayed connection or special conditions as ruled by the Commission for residential underground systems. Other than these tariffs, MoKan has no tariff pertaining to line extensions or line extension charges.

Subsequent Responses herein do not consider the situations addressed by tariff sheets 12-14.

2. Does your company not apply any construction or similar one-time charges if the distance to extend facilities is within a certain distance? If yes, what is the maximum distance whereby the company will not apply any special charges to extend facilities?

RESPONSE:

No, MoKan does not apply any one-time charge for line extensions to connect a new service located beyond a specified minimum distance from existing facilities.

3. Does your company provide the customer with a certain dollar allowance for construction costs to extend facilities? If yes, what is the allowance?

RESPONSE:

No.

4. Are charges for extending facilities applied based on a set formula (i.e., \$100 per 1/10 mile) or alternatively are charges determined on an individual case basis?

- a. If charges are based on a set formula then identify the formula.
- b. If charges are based on an ICB basis then:
 - i. Explain what types of costs are identified to form the basis for these charges.
 - ii. Approximately what percent of all costs for extending facilities is the customer expected to pay?

RESPONSE:

No. Subparts (a) and (b) are not applicable.

5. If a customer agrees to pay special construction charges and facilities are installed, does the company generally install sufficient facilities to serve other neighboring customers in the subdivision or nearby area?

If yes, explain what happens, if anything, to the initial customer as well as any subsequent customers requesting service in that area. For example are subsequent customers assessed any special construction charges? Can the initial customer receive a credit or refund? Explain how the company handles such situations.

RESPONSE:

MoKan does not recall this happening. MoKan has no set parameters as to either the first or second parts of this request.

6. If the company lacks facilities to provide service is the customer required to agree to any special terms or conditions for obtaining service (i.e., subscribe to service for a minimum length of time) that typically are not applied to other customers where sufficient facilities are in place?

If yes, describe such any terms or conditions.

RESPONSE:

MoKan does not recall ever lacking such facilities, therefore no such terms or conditions have been evaluated or formulated.

7. Does your company apply any termination charge(s) if a customer fails to subscribe to service for a certain length of time? If yes, identify the charge(s).

RESPONSE:

No.

8. How long have the existing policies in response to Questions 1 thru 7 been in place in Missouri?

RESPONSE:

These tariffs and the lack of parameters have existed for the past 15 years or more.

9. If your company operates in other states besides Missouri does the company apply the same policies (as provided in responses to Questions 1 thru 7) in these other states for service requests in areas where the company lacks sufficient facilities to provide service?

If yes, identify the states. If no, identify the states and explain how and why the company's policies differ.

RESPONSE:

MoKan operates in Kansas. MoKan's policies regarding line extension practices for new service with standard facilities do not differ between Missouri and Kansas.

10. Describe or provide a script of what information is provided by the company to the customer if the company lacks facilities to respond to the customer's service request.

RESPONSE:

MoKan has no such script.

11. Please provide the following information for your company's Missouri operations for the most recent 12 month time period:

- a. Total requests for service.
- b. Service requests for an area where the company lacks sufficient facilities to provide service. Among these requests break this number down into the following categories:
 - i. Number of requests where the company installed facilities without applying special construction or similar charges.
 - ii. Number of requests where the customer paid the construction charges.

- iii. Number of requests where the customer declined to pay the construction charges and service was not installed.
- iv. Other. Explain.

RESPONSE:

The total requests for service for the past 12 months is 38. All were fulfilled, therefore there is no breakdown as requested in subpart (b).

12. Does the company consider an unfilled service request as reported in Form 481 to include a customer who requests service but ultimately declines to pay construction or similar charges? If no, explain why not.

RESPONSE:

If MoKan had a customer that submitted a request for service, was quoted a line extension construction charge, and the customer declined to pay, MoKan would consider that an unfulfilled service request even though MoKan was able to fulfill the request."

13. Please provide the following information for any customer requesting service in the past 12 months whereby the company attempted to apply construction or similar charges in order to have service be extended to the customer:

- a. Name of applicant.
- b. Location of applicant.
- c. Total amount of construction charges.
- d. Indicate whether the customer paid the charges and service was installed.

RESPONSE:

None/not applicable.

14. If a company has detariffed is the link provided in response to Question No. 1 a link to the company's rates and charges for all other retail services or is the link to some other separate document?

RESPONSE:

Not applicable.