

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held at its office
in Jefferson City on the 8th
day of February, 1995.

In the matter of a management audit of Granby Telephone)
Company.) Case No. TO-92-130
)

ORDER CLOSING DOCKET

On January 6, 1992, the Commission issued an order authorizing its Staff to perform a focused management audit of the Granby Telephone Company (Granby) to examine, review and evaluate Granby's policies, systems, procedures and practices regarding customer service and field operations. On January 31, 1995, Staff filed a motion requesting the Commission to close the docket since the Implementation Review of Granby has been completed and filed and no further activity is expected with regard to this docket.

Upon review of the Implementation Review, it appears that Granby has completed ten and is in the process of completing one of fifteen Staff recommendations from the management audit. Recommendations completed include organizational structure changes detailing the chain of command, development of employee time sheets for construction projects, development of plotted cable maps, formal procedures for customer deposits, programming an automated billing system, formal procedures for disconnection of service, formal budgeting process, and those involving financial management. The one in the process of completion involves the maintenance of detailed property records.

The Commission finds that this docket should be closed. Even though Granby implemented or is in the process of implementing ten of the fifteen recommendations, Staff has requested no further action in this docket by the

Commission. The completion of the ten recommendations should enable Granby to operate and provide service in a more efficient manner.

IT IS THEREFORE ORDERED:

1. That this docket is hereby closed.
2. That this order shall become effective on the 22nd day of February, 1995.

BY THE COMMISSION



**David L. Rauch
Executive Secretary**

(S E A L)

Mueller, Chm., McClure, Perkins,
Kincheloe and Crumpton, CC., concur.