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**FILED**  
Jan Sanders  
Secretary of the Commission

07/18/00

ARKANSAS PUBLIC SERVICE COMMISSION

|                                       |   |                     |
|---------------------------------------|---|---------------------|
| IN THE MATTER OF A GENERIC PROCEEDING | ) |                     |
| TO ESTABLISH UNIFORM REPORTING        | ) | DOCKET NO. 00-188-R |
| REQUIREMENTS AND GUIDELINES TO        | ) | ORDER NO. <u>1</u>  |
| FUNCTIONALIZE CUSTOMER SERVICE COSTS  | ) |                     |

ORDER

In Order No. 1 of Docket No. 99-117-A, entered on May 11, 1999, the Commission initiated an administrative docket to facilitate the implementation of Act 1556 of 1999, the “Electric Consumer Choice Act of 1999” (“Act 1556”). By Order No. 1, the Commission directed the General Staff of the Arkansas Public Service Commission (“Staff”), under the direction of the Staff Executive Director, to engage in an informal collaborative process for the purpose of developing and filing: (1) a proposed Act 1556 time line reflecting all tasks that must be accomplished by the Commission and appropriate dates for the initiation and conclusion of each detailed tasks, and (2) the identification of all formal docket proceedings which should be initiated by the Commission, identified by docket style, docket designation, and purpose and scope, along with a proposed procedural schedule for each docket.

In compliance with Order No. 1, the Staff met with representatives of the jurisdictional electric companies, the Arkansas Electric Energy Consumers (“AEEC”), and the Attorney General of the State of Arkansas (“AG”). On June 10, 1999, Staff filed a *First Report and Proposed Act 1556 Timeline*. In this report it was anticipated that the timeline and docket activities would need to be

updated in the future. On February 3, 2000, Staff filed a revised *Second Report and Proposed Act 1556 Timeline* (collectively, “the Reports”), based on the requirements of Act 1556 and the collaborative process.

Therein, Staff recommends the establishment of a generic proceeding to address customer services functional unbundling guidelines and reporting requirements, should the Commission determine any such services be declared competitive. On June 30, 2000, the Commission issued Order No. 10 in Docket No. 00-054-U, in which the Commission declared specific billing functions competitive as of the date of Retail Open Access.

This proceeding is being initiated as provided for by Arkansas Code Annotated § 23-19-402(a) (Supp. 1999). The Commission hereby adopts the recommendation made by Staff in Docket No. 99-117-A and initiates this docket for the purposes as outlined therein. The following procedural schedule is hereby established for this generic proceeding:

1. Staff shall file proposed rules or regulations to establish uniform reporting requirements and guidelines to functionalize the customer service costs associated with services declared competitive by 2:00 p.m., August 31, 2000;
2. Initial Comments shall be filed by 2:00 p.m., September 11, 2000.
3. Reply Comments shall be filed by 2:00 p.m., September 25, 2000.
4. A public hearing will begin at 9:30 a.m. on Tuesday, October 10, 2000, in Commission Hearing Room No. 1, Arkansas Public Service Commission Building, 1000 Center Street, Little Rock, Arkansas.
5. All jurisdictional electric public utilities, Staff, AEEC and the AG are hereby granted full party status in this proceeding. All other entities desiring full party

status to this proceeding shall file a Petition to Intervene pursuant to Rule 3.04 of the Commission's *Rules of Practice and Procedure* no later than 2:00 p.m., September 7, 2000.

6. All parties filing Initial or Reply Comments in this proceeding shall be represented by legal counsel and have a sponsoring witness available for appropriate questioning during the public hearing to begin on October 10, 2000.
7. As requested by Staff in its Report, the Commission will endeavor to issue its final ruling in this matter on/or before October 24, 2000.
8. The Secretary of the Commission shall forthwith cause an appropriate notice of this proceeding to be published in the *Arkansas Democrat-Gazette*. Said notice shall be published on two (2) consecutive days prior to September 7, 2000.

In addition to filing a paper copy of comments and reply comments, parties to this proceeding are directed to provide an electronic copy of their comments or reply comments with the paper filing. Electronic copy of comments and reply comments will be posted to the Commission website at <http://www.state.ar.us/psc/>.

BY ORDER OF THE COMMISSION.

This \_18th day of July, 2000.

/s/ Sandra L. Hochstetter  
Sandra L. Hochstetter, Chairman

/s/ Sam I. Bratton, Jr.  
Sam I. Bratton, Jr., Commissioner

/s/ Betty C. Dickey  
Betty C. Dickey, Commissioner

