

COMMONWEALTH OF PENNSYLVANIA



OFFICE OF CONSUMER ADVOCATE

555 Walnut Street, 5th Floor, Forum Place  
Harrisburg, Pennsylvania 17101-1923  
(717) 783-5048  
800-684-6560 (in PA only)

IRWINA. POPOWSKY  
Consumer Advocate

FAX (717) 783-7152  
consumer@paoca.org

April 1, 2010

2591

James J. McNulty  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

INDEPENDENT REGULATORY  
REVIEW COMMISSION

2010 APR - 5 AM 9:25

RECEIVED

Re: Provision of Bundled Service Package Plans at a  
Single Monthly Rate by LECs;  
Docket No. L-00060179; Final Form Regulation  
#57-251; NOTICE OF INTENT TO AMEND  
FINAL RULEMAKING

Dear Secretary McNulty:

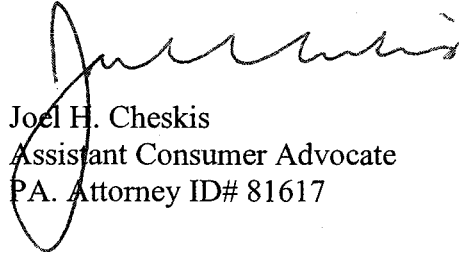
The Office of Consumer Advocate (OCA) is in receipt of the Secretarial Letter in this matter dated March 22, 2010. The OCA does not object to the modification of the proposed regulation as recommended by the Independent Regulatory Review Commission (IRRC).

IRRC recommended deleting proposed subsection 64.24(c)(2)(iii). This subsection references the Plain Language Policy Statement found at Section 69.251 of the Commission's regulations. Although the plain language guidelines are not binding, the OCA expects public utilities will, as matter of good business practices, communicate clearly with their residential customers, along the lines suggested in the Policy Statement (use of short sentences, active voice, define technical terms, clear section headings, etc.). The OCA urges the companies to work with the Commission staff and the OCA to ensure that these important communications are understandable to consumers.

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Thank you for your attention to this matter. Please contact me if you have any questions or concerns.

Very truly yours,

A handwritten signature in black ink, appearing to read "Joel H. Cheskis". The signature is written in a cursive style with a large, looping initial "J".

Joel H. Cheskis  
Assistant Consumer Advocate  
PA. Attorney ID# 81617

cc: Buck Pankiw, Law Bureau  
Certificate of Service  
124420

CERTIFICATE OF SERVICE

Proposed Rulemaking Re: Provision of Bundled Service Package Plans at a Single Monthly Rate by Local Exchange Carriers  
Docket No. L-00060179

I hereby certify that I have this day served a true copy of the foregoing document, Office of Consumer Advocate's Letter, upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant), in the manner and upon the persons listed below:

Dated this 1st day of April, 2010.

SERVICE BY E-MAIL & INTER-OFFICE MAIL

Johnnie Simms, Esq.  
Office of Trial Staff  
PA Public Utility Commission  
P.O. Box 3265  
Harrisburg PA 17105-3265

Elizabeth Januzzi  
Law Bureau  
PA Public Utility Commission  
P.O. Box 3265  
Harrisburg PA 17105-3265

SERVICE BY E-MAIL & FIRST CLASS MAIL, POSTAGE PREPAID

Norman Kennard, Esq.  
Thomas Long Niesen & Kennard  
212 Locust Street, Suite 500  
P.O. Box 9500  
Harrisburg, PA 17108

William Lloyd, Esq.  
Office of Small Business Advocate  
Suite 1102, commerce Bldg.  
300 North Second Street  
Harrisburg, PA 17101

Deanne M. O'Dell, Esq.  
Alan Kohler, Esq.  
Eckert Seamans Cherin &  
Mellott, LLC  
213 Market Street, 8<sup>th</sup> Floor  
Harrisburg, PA 17101

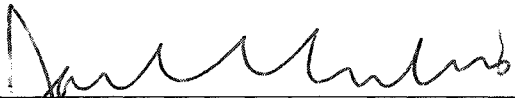
Cynthia L. Randall, Esq.  
Suzan D. Paiva, Esq.  
Verizon Pennsylvania, Inc.  
1717 Arch St., 17 W  
Philadelphia, PA 19103

Pamela Polacek, Esq.  
McNees, Wallace & Nurick  
100 Pine Street  
P.O. Box 1166  
Harrisburg, PA 17108-1166

Michael L. Swindler, Esq.  
Thomas Long Niesen & Kennard  
212 Locust St., Suite 500  
P.O. Box 9500  
Harrisburg, PA 17108-9500

Michelle Painter, Esq.  
13017 Dunhill Drive  
Fairfax, VA 22030

John C. Gerhard, Esq.  
Pennsylvania Utility Law Project  
118 Locust Street  
Harrisburg, PA 17101-1414



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Joel H. Cheskis  
Assistant Consumer Advocate  
PA Attorney I.D. #81617  
Email: [jcheskis@paoca.org](mailto:jcheskis@paoca.org)  
Barrett C. Sheridan  
Assistant Consumer Advocate  
PA Attorney I.D. #61138  
Email: [bsheridan@paoca.org](mailto:bsheridan@paoca.org)

Counsel for  
Office of Consumer Advocate  
555 Walnut Street 5th Floor, Forum Place  
Harrisburg, PA 17101-1923  
Phone: (717) 783-5048  
Fax: (717) 783-7152  
\*102133