

RECEIVED  
IRRC

Domtar Paper Company, LLC  
Johnsonburg Mill  
100 Center Street  
Johnsonburg, PA 15845  
Tel: (814) 965-2521

3087

2015 APR 23 PM 3: 36



April 17, 2015

Pennsylvania Public Utility Commission  
Attn: Secretary  
P.O. Box 3265  
Harrisburg PA 17105-3265

RECEIVED  
2015 APR 22 AM 10: 45  
PA P.U.C.  
SECRETARY'S BUREAU

RE: Docket Number L-2014-2411278, Proposed Rulemaking Order Amending Existing Regulations to Prohibit Tariff Provisions That Charge Customers A Fee To Receive A Paper Bill, 45 PaB. 1264

Dear Public Utility Commission Members:

Domtar is a leading manufacturer of pulp, paper and personal care products with customers throughout the Commonwealth, United States and 50 additional countries. A substantial part of our business is the production of paper that is processed or travels in the United States Postal Service and other forms of communication delivery.

On behalf of my 390 colleagues in Johnsonburg and 84 in DuBois, we wish to thank the Pennsylvania Public Utility Commission for amending the Public Utility Code by prohibiting state utilities from imposing a fee to customers who choose to receive paper billing statements.

Over 53,000 jobs in Pennsylvania are directly related to the forest-products industry. With 274 facilities and an annual payroll of \$2.7 billion, we are vital to the Commonwealth's economy. Our estimated state and local taxes paid amount to over \$173 million.

Customer preference for paper billing was confirmed by a recent study by the United States Postal Service: "*Will the Check be in the Mail? An Examination of Electronic and Transactional Mail.*" The survey found that, while many people may use their computers to pay bills on-line, 91 percent choose to receive those bills and statements on paper.

According to a 2013 study by the U.S. Census Bureau, computer and specifically Internet use in the country is still not readily available to many Americans – 25.6 percent of the U.S. lacks broadband access at home. In a recent Pew Internet Project report, 41 percent of Americans age 65 and older do not use the Internet or e-mail. Many institutions and governmental agencies are increasingly making access to forms and information available only by electronic means, leaving many Americans out of the necessary flow of information and interaction.

All Pennsylvania residents deserve a choice in access to information and services, either digitally or on paper, without discriminatory fees and punishing those who often are the most impoverished. Domtar thanks the Commission for protecting customer interests of those who elect to receive a paper bill without penalty and we urge swift implementation of this rule.

Respectfully submitted,

A handwritten signature in cursive script that reads 'Grant Forrest'.

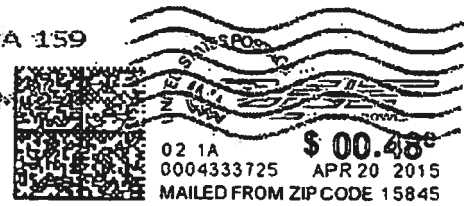
Grant Forrest  
General Manager  
Johnsonburg Pulp and Paper Mill

Domtar Paper Company, LLC  
Johnsonburg Mill  
100 Center Street  
Johnsonburg, PA 15845



JOHNSTOWN PA 159

20 APR 2015 PM



Pennsylvania Public Utility Commission  
Attn: Secretary  
P.O. Box 3265  
Harrisburg PA 17105-3265

171053265

