

Tennessee Relay Specifications 2023

SCOPE OF SERVICES

The Telecommunications Relay Service (TRS) has been established in Tennessee to provide access for the communicatively disabled to the intrastate telecommunications network which is functionally equivalent to that enjoyed by individuals who are not disabled. The communicatively disabled caller had, until the establishment of the TRS, been restricted to communicating over the telephone network with only those individuals who had specialized equipment such as TDDs, TTYs or personal computers. TRS provides telecommunication access to and from the communicatively disabled without the need for the non-disabled to utilize anything other than a telephone.

The Contractor shall provide all service and deliverables as required, described, and detailed herein and shall meet all service and delivery timelines as specified by this Contract

A.1. Definitions:

- A.1.1 American Sign Language (ASL): a visual language based on hand shape, position, movement and orientation of the hands in relation to each other and the body.
- A.1.2 American Standard Code for Information Interexchange (ASCII): a standard that assigns letters, numbers, and other characters within the 256 slots available in the 8-bit code.
The ASCII decimal (Dec) number is created from binary, which is the language of all computers.
- A.1.3 BAUDOT: a five-bit encoding scheme developed for Telex transmission that represents text, numerals, punctuation and control signals. It is the standard transmission signaling scheme used by Teletypes (TTY) and Telecommunication Devices for the Deaf (TDD).
- A.1.4 Billable Minutes (**Conversation Minutes Basis**): shall be defined as the time, in minutes and seconds, from the time the relay originator is connected to the called party's number and transcription begins and continuing until the Communications Assistant directs the workstation to end the call or when one of the two parties disconnects. This includes connections made to an answering machine or voice menu.
Billable Conversation Minutes do not include the time in queue (call is ringing, waiting for the call to connect to the other phone number), call set-up, call wrap-up, or calls that have reached numbers that are busy or received no answer.
- A.1.5 Certificate of Public Convenience and Necessity (CCN): permit issued by a public body that is charged with the supervision of public facilities, carriers or public utilities. It authorizes the holder of the permit to operate such a public facility within a particular area.
- A.1.6 Common Carrier (CC): any person engaged as a common carrier in interstate communication by wire or radio as defined in Section 3 (10) of The Communications Act of 1934, as amended by the Telecommunications Act of 1996.
- A.1.7 Communications Assistant (CA): a person who relays conversation between two end users of TRS.
- A.1.8 Customer Premise Equipment (CPE): telephone or other service provider equipment that is located on the customer's premises (physical location) rather than on the provider's premises or in between. Telephone handsets, cable TV set-top boxes, and Digital Subscriber Line routers are examples.

- A.1.9 Captioned Telephone Relay Service (CTRS-): operator service that allows people who are deaf, hard of hearing, deafblind, or have a speech disorder to place calls to standard telephone users via a keyboard or assistive device.
- A.1.10 Hearing Carryover (HCO): allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the Relay Operator to read to the standard telephone user.
- A.1.11 Invitation to Bid (ITB): An ITB is a procurement method where a contract is awarded to one or more bidders based on the lowest responsive and responsible price.
- A.1.12 Public Safety Answering Point (PSAP) or public-safety access point: is a call center responsible for answering calls to an emergency telephone number for police, firefighting, and ambulance services.
- A.1.13 Speech-to-Speech (STS): a service that allows persons with hearing and speech disabilities to access the telephone system to place and receive telephone calls. STS enables persons with a speech disability to make telephone calls using their own voice (or an assistive voice device).
- A.1.14 Telecommunication Devices for the Deaf (TDD): is a tele printer, an electronic device for text communication over a telephone line that is designed for use by persons with hearing or speech difficulties.
- A.1.15 Teletypewriters (TTY): is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.
- A.1.16 Telecommunications Relay Service also known as (TRS), relay service, or IP-relay, or Webbased relay service: is an operator service that allows people who are deaf, hard of hearing, deaf/blind, or have a speech disorder to place calls to standard telephone users via a keyboard or assistive device.
- A.1.17 Tennessee Public Utility Commission (“TPUC”)
- A.1.18 Tennessee Telecommunications Relay Service (“TN TRS”)
- A.1.19 Voice carryover (VCO): caller’s voice literally “carries” directly to the party on the other end. Hard of-hearing or deaf individuals can speak in their own voice to a hearing person. There is a Relay Operator on the call, who simply types every word spoken by the hearing person. These words appear as text on the TTY screen for a hard-of-hearing or deaf person to read and respond to.

A.2 Compliance Standards

The Contractor shall comply with the following Operational Standards

- A.2.1 The TRS system shall handle call procedures and traffic consistent with the essentials outlined in this section during the life of the contract.
- A.2.2 The TRS system shall comply with the FCC's existing orders, standards, rules and regulations, including 47 C.F.R. § 64.601 et seq. The CTRS Contractor and the CTRS system also shall comply with the Commission's Rules and Regulations, particularly Section 2819.6, which addresses minimum service requirements.

- A.2.3 The Contractor shall notify the Tennessee Public Utility Commission Contract Administrator at least 90 days in advance if new or increased standards are mandated during the contract term. Formal Commission approval of proposed cost increases is necessary. For the balance of the contract term (option years included), the Contractor will bill TPUC only for the incremental costs to implement the new standards in Tennessee. State approval of proposed cost increases will be necessary. The Contractor will identify its incremental costs to implement new standards in Tennessee, will demonstrate how the costs charged to Tennessee compare to those charged to other states under contract with the Contractor, and will disclose any increased costs being passed on to the Contractor by its subcontractors.
- A.2.4 It shall be the responsibility of the Contractor to perform under the contract in conformance with the Tennessee Public Utility Commission's Procurement Regulations, as well as all statutes, laws, codes, ordinances, regulations, rules, requirements, orders, and policies of governmental bodies, including, without limitation, the U.S. Government and the State of Tennessee Government; and it shall be the sole responsibility of the Contractor to determine the procurement regulations, statutes, laws, codes, ordinances, regulations, rules, requirements, orders, and policies that apply and their effect.
- A.2.5 The Contractor will be required to provide monthly reports and should accompany the monthly invoices for services. The monthly reports shall contain: the type of call (single-line, two-line, then broken down into answering machine, international, interstate, intrastate, toll-free), conversation minutes, average conversation minutes, call counts, and call types with a call count for each. The report also must have a weekly summary of call counts and conversation minutes by day and date. The report also must have a weekly summary of call counts conversation minutes by day and date.
- A.2.6 The Contractor must provide a summary or log of the month's consumer service complaints. The consumer complaint log must include all complaints regarding TRS in the State of Tennessee regardless of the entity fielding or resolving the complaint calls. The consumer complaint log must be retained for the duration of the contract. The log must include, at a minimum, the filed date of the complaint, the nature of the complaint, the date of resolution, and an explanation of the resolution.
- A.2.7 The Contractor shall provide toll-free access to a TRS center. The Contractor shall provide District-wide service 24 hours a day, every day of the year, in accordance with system requirements and performance standards identified in the ITB and contract, and in the Commission's rules, through toll-free access numbers for TRS equipment users and for voice users.
- A.2.8 The Contractor must have CAs capable of handling Spanish language calls 24 hours a day, seven (7) days a week. The Contractor shall provide TRS in English and Spanish for users who use either English or Spanish as the language of preference for the relay call. Translation from one language to the other is not required. The Contractor shall allow access to the call center via "711" abbreviated dialing.

A.3. Operational Standards

The Contractor shall comply with the following Operational Standards

- A.3.1 The Contractor is responsible for requiring that all Communication Assistants (CAs) be sufficiently trained in all aspects of hearing and speech disabilities to effectively meet the specialized communications needs of individuals with hearing and speech disabilities, cultures, language and etiquette, including, but not limited to, American Sign Language (ASL), Standard English Translation, cued speech, finger spelling, manual English, speech-reading and speech-amplification as well as trained to be sensitive to the special needs of the communicatively disabled.
- A.3.2 CAs shall be tested to determine that the requisite proficiency and suitability have been achieved. Documentation of this testing shall be retained by the Contractor and may be subject to audit.
- A.3.3 CAs shall be subject to ongoing training with respect to hearing impaired culture, language and needs sensitivity.
- A.3.4 CAs must possess clear and articulate voice communications. The CA must be a high school graduate or have passed a high school equivalency examination.
- A.3.5 CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.
- A.3.6 All TRS Relay CAs and managers are required to sign and comply with a Pledge of Confidentiality ("Pledge") and a CA "Code of Ethics," which will serve as a guide to CAs' professional performance and should be included in the proposal.
- A.3.7 In accordance with the FCC's minimum standards, are prohibited from intentionally altering a relayed conversation, and to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call.
- A.3.8 CAs answering and placing a TTY-based TRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of before being replaced by another CA for the same call. When providing STS, CAs will facilitate the call of an STS user to the extent requested, while enabling the user to be independent and maintain control of the conversation.
- A.3.9 The Contractor shall transmit conversations between TTY and voice callers in real time, CAs relay conversations between TTY and voice callers are performed in real time.
- A.3.10 The Contractor must make the best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.
- A.3.11 All communications made by or to a person with a communications disability is a privileged communication and is not subject to disclosure in any court proceeding or otherwise pursuant to T.C.A. § 24-10210

Each CA shall comply with the following guidelines for relaying communications:

- a. The CA shall identify himself or herself as a Communications Assistant (TRS operator) and provide his or her gender and identification number.

- b. The CA shall translate typed English to correct spoken English so that the non-CTRS user can understand and converse with the caller.
- c. The CA shall inform the CTRS user of the non-CTRS user's tone of voice, in parentheses. These descriptions should include terms such as laughing or yelling, as well as background noise.
- d. The CA shall keep the end user informed of the progress of the call, using such terms as ringing, busy signal, put on hold, or disconnected.
- e. The CA shall honor the CTRS user's option of telling the CA what aspects of the call the CTRS user will handle.
- f. The CA shall communicate exactly what is said when the call is answered and during the conversation, unless either party specifically requests otherwise.
- g. When relay services need to be explained to a non-CTRS user, the CA shall indicate to the CTRS user that he or she is explaining the service.
- h. The CA shall use a conversational tone appropriate to the type of call made by the CTRS user.
- i. The CA shall inform the CTRS user if a different person becomes involved in the phone call. If a different CA becomes involved in the call, both end users shall be notified. The new CA shall give his/her gender and identification number. j If an end user makes subsequent calls after the initial one (to the relay center) and the called line is busy, the CA shall permit unlimited re-dial attempts.
- k. The CA shall verify the spelling of all proper nouns, addresses, and numbers that are spoken.
- l. The CA shall disconnect the outbound call when the inbound caller disconnects.
- m. The CA shall not counsel, advise, or interject personal opinions into a relay call. The CA shall not have a personal conversation with an individual using the relay service.
- n. Callers do not have to give their names or the names of the parties they are calling. The CA may request the name only if it will help to explain the relay service, and the CA must explain how this will help the call.
- o. If a TRS user types an "S," the CA must recognize that this indicates a person with difficulty ty speaking.
- p. If a TRS caller reaches an answering machine, the CA shall let the end user know and give the caller the option to leave a message or disconnect the call.
- q. CAs answering and placing a TTY based relay call must stay with s. the call for a minimum of ten (10) minutes before being replaced by another CA.
- r. CAs answering and placing an STS call must stay with the call for a minimum of fifteen (15) minutes, before being replaced by another CA for the same call.
- s. CAs may deny completion of relay calls where credit authorization is denied or where a caller is extremely, abusive, harassing, and uncooperative with the CAs.

A.4. Intrastate and Interstate Calling.

- A.4.1 To access the TRS, 711 abbreviated dialing, in addition to one or more toll-free numbers, shall be provided. These toll-free numbers shall be universally available and shall be uniform throughout the state.
- A.4.2 TRS in Tennessee is designed to only accept calls that originate from or terminate at Telecommunication Devices for the Deaf (TDD), Teletypes (TTY), Personal Computers (PC), or any other automated equipment used to facilitate telecommunications service for the communicatively disabled. Such calls shall both originate and terminate within the state. The TRS shall be capable of accepting calls placed across a state line which, if the relay center were not utilized, would be considered local intrastate calls. Individuals with communication disabilities subscribing to Tennessee intrastate service should be able to call or be called by any business or residence that has standard telephone service in Tennessee.
- A.4.3 The intrastate relay system will not be required to provide interstate calling. However, the intrastate TRS must be capable of accommodating any interstate TRS that may be authorized or funded through the federal jurisdiction. If the Contractor elects to provide interstate relay calls, these calls must be accounted for separately from intrastate calls and shall not be billed pursuant to any contract.
- A.4.4 The Contractor shall provide TRS and associated outreach services as specified in the ITB and contract. The TRS services shall be in full compliance with the requirements and intent of Title IV of the Americans with Disabilities Act of 1990, 47 U.S.C. § 225, and applicable Federal Communications Commission (FCC) regulations at 47 C.F.R. §§ 64.601 through 64.606. The proposal shall include a comprehensive description of how the Contractor proposes to provide TRS and CTRS that meet each applicable requirement.
- A.4.5 TRS service standards and the Contractor performance must be sufficient to receive and maintain certification of the TRS from the FCC.

A.5. Type of calls

- A.5.1 TRS services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it not technologically feasible to do so. The Contractor has the burden of proving the infeasibility of handling any type of call.
- A.5.2 The Contractor shall be capable of handling pay-per-call calls.
- A.5.3 The Contractor is required to provide the following types of TRS calls: (2) VCO, two-line VCO, VCO-to-TTY and VCO-to-VCO.
- A.5.4 The Contractor is required to provide the following ng features:(1)call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.
- A.5.6 CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's CTRS equipment indicating that a recording or interactive menu has been encountered.
- A.5.7 The Contractor shall electronically capture recorded messages and retain them for the length of the call. The CTRS Provider may not impose any charges for additional charges, which must be made by the relay user in order to complete calls involving recorded or interactive messages. The Contractor shall provide, as TRS features, answering machine and voice mail retrieval.

- A.5.8 Emergency call handling requirements for TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had called 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to their caller in an expeditious manner. Automatic Numbering Identification (ANI)-The CTRS Provider shall use ANI, unless it is not available from the Local Exchange Carrier. The applicant must follow TRA Rule 1220-4-2-.23. See TRA Rule in **Attachment A**.

A.6 Technical Standards

The Contractor shall comply with the following technical standards:

- A.6.1 ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.
- A.6.2 A call is considered to be delivered when the TN TRS facility's equipment accepts the call from the LEC and the public switched network actually delivers the call to the TRS facility. The Average Speed of Answer for TN TRS is measured from the time the call is accepted by the provider's equipment, regardless of whether the call originated through the public switched network, a wireless network, or a VOIP network.
- A.6.3 The Contractor is required to prepare and submit, on a monthly basis, a report that provides evidence that it is meeting 85% of calls answered within 10 seconds service level on a daily basis.
- A.6.4 The TN TRS Center has adequate network facilities to meet the requirement of the P.01 standard for call blocking. Average speed of answer and call blocking on a daily and monthly basis is provided in the monthly reports provided by the relay provider. The circuits utilized by the TN TRS provider comply with a grade-of-service of P.01, which provides a functionally equivalent probability of a fast busy as one might encounter on the overall voice network.
- A.6.5 Evidence of compliance with this rule is provided each month as part of the monthly reporting requirements. The report measures the actual speed of answer level on a daily basis. Both the State of Tennessee and the contracted relay provider understand that the LEC is required to provide call attempt rates and rates of calls blocked between the LEC and the Tennessee Service facility upon request.
- A.6.7 The Contractor shall ensure adequate CTRS facility staffing to provide carriers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.
- A.6.8 The Contractor will utilize historical calling volumes and trends to project the number of CAs required on any given day and at any given hour to ensure that CAs are available to respond to the projected calling volumes. Abandoned call counts are included in the calculations.
- A.6.9 In addition, the average length of call, conversation minutes to be based upon proposal and award of contract and average CA work time are used in the projections to determine the number of CAs required to meet projected call volumes.
- A.6.10 Average speed of answer and call blocking on a daily and monthly basis is provided in the monthly reports provided by the Contractor. Evidence of compliance with this rule is provided each month as part of the monthly reporting requirements. The report measures the actual speed of answer level on a daily basis. Both the State of Tennessee and the Contractor understand that the LEC is

required to provide call attempt rates and rates of calls blocked between the LEC and the Tennessee Service facility upon request.

- A.6.11 No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of CTRS. CTRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 C.F.R. § 64.1600 *et seq*,

A.7 Caller ID.

- A.7.1 When a TRS facility is able to transmit any calling party identifying information to the public network, the CTRS facility must pass through, to the called party, at least one of the following: the number of the CTRS facility, 711, or the 10-digit number of the calling party.

A.7.2 Functional Standards.

The Contractor shall comply with the following functional standards Consumer complaint logs.

- A.7.3 States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.
- A.7.4 States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

A.8. Rates

- A.8.1 Contractor shall not charge TRS users rates greater than the rates paid for functionally equivalent voice communications services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.
- A.8.2. For purposes of this ITB, "billable minutes" are defined as "**conversation minutes**"
- A.8.3. "**Conversation minutes**" are the number of minutes in which the caller and called party are connected during a relay call. The called party can include answering machines, voice mail, voice menus, etc.
- A.8.4. The rate charged for billable conversation minutes later upon selection of proposal and award of contract shall be just and reasonable and in conformity with Commission rules, regulations, policies, and orders for rates and services.

A.9. Billing Requirements.

- A.9.1 The calling or called parties using the TRS shall not be charged for calls originating and terminating within the same toll-free local calling area despite the fact that these calls may be routed through a relay center located outside the toll-free area.
- A.9.2 The Contractor shall not impose a charge for additional calls that must be made by the relay user to complete a call related to a recorded or interactive message.
- A.9.3 All toll calls placed through the TRS shall be rated to the users of the service at the hearing impaired discount rate applied by the State. These calls shall be rated as if the calls were placed between the originating and terminating call points instead of routed through the relay center. The timing of the call for Billable purposes; are conversation minutes upon selection of proposal and award of contract shall begin immediately upon pick-up at the called number. If a caller requests a person-to-person toll call, the timing begins only after the requested person has answered the call.
- A.9.4 Calls to 900, 976, or 900-like services or other pay-per-call services shall not be subject to the hearing impaired discount and the caller shall be advised accordingly.
- A.9.5 Provider compensation for Billable Conversation minutes; upon selection of proposal and award of contract.
- A.9.6 The Contractor shall include a method of providing sufficient billing and collection of information to allow calls to be billed accurately. The system must be capable of providing at a minimum, automatic number identification (ANI), the called number, the billing start and end time, and type of call, i.e., person-to-person, etc. Information local calls are to be retained by the Contractor for service monitoring, auditing and contractor reporting purposes.
- A.9.7 The TRS shall forward a record of each billable call to the designated billing agent, i.e., LEC, IXC, etc. within 30 days of the date such service was supplied. The record must contain the telephone number or credit card number for all end user billable calls, i.e., local or toll; originating and terminating numbers; date of the call; start and end time of the call type (person to person), collect, etc; and preferred IXC for interlata calls.

A.10 Federal Communication Commission (FCC) Compliant.

Not limited to these rules in this Contract, the TRS must meet or exceed the FCC's mandatory minimum operational, technical and functional standards necessary to maintain state certification as indicated in CC Docket Number 98-67 et. seq. and amended docket.

A.11 Auditing Requirements

- A.11.1 The Contractor shall report monthly to the State on the service of the relay center. Such report shall include the following: total number of calls relayed in that month; a breakdown of the number of calls initiated by non-impaired (voice) and hearing impaired parties handled through the TRS; the average duration of the call; the average speed of answer time; the daily average number of calls in queue; the blockage rate; the average length of time a call is in queue to be answered; and a summary of all relay complaints registered during that month.
- A.11.2 The Contractor shall report annually to the State and/or fund administrator on the operations and traffic patterns of the center. On the first day of October in each year of the contract, the Contractor shall submit its annual report to the State which shall include a summary of all charges to date submitted to the contractor for payment, the monthly call volume for that year for intrastate and interstate calls, the average call duration in each month, and the average monthly cost per call or minute.

A.12 Outreach and Consumer Related Activities

- A.12.1 The Contractor shall provide Outreach Personnel located in the state of Tennessee to provide outreach and activities to Tennessee relay users.
- A.12.2 The Contractor shall work with the local exchange carriers of Tennessee to ensure that the LECs publish TRS information in their directories, provide periodically informational billing inserts, place instructions in their telephone directories on how to use the TRS, include the listing of TTY numbers toll-free numbers and instructions on 711 access in the directory and provide relay information through its directory assistance services.
- A.12.3 The Contractor shall engage in outreach activities, promotional campaigns and other means of Educating the public as to the benefits of the TRS. The Contractor shall, with the approval of the State and other appropriate officials, develop promotional materials, brochures and educational tools to explain TRS.
- A.12.4 The Contractor shall promote the TRS annually by distributing brochures, pamphlets, posters or other information documentation to the community as well as Public Service Announcements statewide.
- A.12.5 The Contractor shall maintain a Relay Advisory Committee of community members and relay users. This committee shall meet quarterly, at the expense of the relay provider, to discuss the relay and telecommunication needs of the relay users in the state. This committee shall consist of no fewer than five (5) members total from the West, Middle and Eastern parts of the state; as well as, members representing the users of various relay types.
- A.12.6 The Contractor shall obtain from the State, prior to the effective date of the Contract, a Certificate of Public Convenience and Necessity (CCN) pursuant to Tennessee Code Annotated, Section 65-4-201. (**Attachment B**).

1220-4-2-.23 EMERGENCY OPERATION.

- (1) Each telephone utility shall make reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in traffic, illness of operators, or from fire, storm or acts of God, and each telephone utility shall inform employees as to procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of telephone service.
- (2) It is essential that all central offices have adequate provision for emergency power. In offices without installed emergency power facilities, there shall be a mobile power unit available which can be delivered on short notice, and which can be readily connected.

Authority: T.C.A. §65-2-102. Administrative History: Original rule certified May 9, 1974.

ATTACHMENT B

**CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY
FOR AN INVESTOR OWNED UTILITY INFORMATION TO SUPPORT INITIAL PETITION
OF AN ENERGY, WATER, OR WASTEWATER COMPANY**

Reminder:

The applicant must follow TRA Rule 1220-1-1-.03 in filing its petition for a certificate of public convenience and necessity (CCN) as an energy, water, or wastewater utility or petition for approval of a franchise. The TRA encourages electronic filing. See Rule 1220-1-1-.03(4), (5).

The TRA Staff recommends that an energy, water, or wastewater company filing a petition for a CCN or approval of a franchise file the following information with its petition:

1. A description of the service the applicant proposes to render.
2. A description of the territory to be served and a map showing the territory.
3. A copy of the franchise granted by the city, if applicable.
4. A description of any proposed franchise fee.
5. If applicable, information regarding existing franchises for the same type of utility service in the same municipality or county.
6. A statement of public need for the service, which includes an estimate of the number of customers to be served initially and any estimates for growth.
7. If applicable, documentation indicating that other public utilities, utility districts, or governmental units in or near the affected area are unable or unwilling to provide service to the affected area.
8. If applicable, documentation of notice, to be provided in conjunction with the filing of the petition, to any public utility operating in the municipality or territory affected whose route, plant, line, or system may be in competition with the proposed route, plant, line, or system.
9. Engineering and construction plans.
10. A current financial statement of the company.
11. A detailed estimate of the cost of construction of the system.
12. Pro Forma statement of the cost of operating the system for the first five years.

13. An analysis of projected customer growth for the first five years.
14. Details of any proposed financing.
15. A list of the rates the company proposes to charge its customers and how the rates were determined.
16. A description of the type of entity which will own the system together with proof of the existence of the entity.
17. If the entity is a corporation, partnership, or limited liability corporation, a copy of Certificate of Good Standing from the State of Tennessee.
18. The names and addresses of the owners of the company and the percentage of ownership of each.
19. (Gas companies only) Acknowledgment of requirements with respect to the Gas Pipeline Safety Act.
20. Any other relevant information.

Please contact the Legal Division of Tennessee Regulatory Authority at (615) 741-2904 with any questions regarding the above.