

Pennsylvania Telephone Association

"The Communications
Leader in Pennsylvania"



June 15, 2020

Ms. Rosemary Chiavetta
Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105

Re: **M-2020-3020055**
COVID-19 Customer Service, Billing, and Public Outreach Provisions
Request for Utility Information
- *Venus Telephone Corporation*

Dear Secretary Chiavetta:

In response to the Secretarial Letter dated May 29, 2020 at the above docket, please find the replies from the company noted above.

Sincerely,

Steven J. Samara
President

cc: Sarah Dewey (via email)
Tom Charles (via email)

Venus Telephone Corporation
1698 County Line Road
Venus, PA 16364

June 3, 2020

Sarah Dewey
Bureau of Consumer Services
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

Dear Ms. Dewey,

Venus Telephone Corporation provides the following information in response to the Secretary's request referencing Docket No. M-2020-3020055.

Venus Telephone has been awaiting the Commission's guidance regarding the implementation of service terminations for nonpayment. We have ceased all suspensions and terminations during the Emergency Proclamation. Our customers, for the most part, have continued to pay their bills promptly. We do recognize that as time elapses, due to the current economic conditions, our receivables may increase. Below is a breakdown of what our suspensions for nonpayment would have looked like for May 2020 versus what they actually were for May 2019:

	<u>Phone</u>	<u>TV</u>	<u>Internet</u>
2019	6	6	13
2020	6	5	8

The 2019 suspensions included no Lifeline customers. One Lifeline customer would have been affected in 2020 had we followed normal suspension protocols.

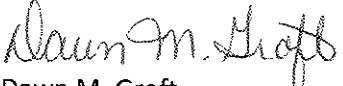
Venus Telephone does, as part of our standard operating procedures, charge reconnection fees to restore services. They are typically assessed and collected prior to restoration of services.

Venus Telephone has a relatively small customer base and maintains amicable working relationships with our customers. We intend to work with those customers who have been negatively affected by the current pandemic and economic climate. We will collaborate with those customers who have fallen behind to create payment arrangements which will allow them to pay arrearages, combined with their current balances, over a period of several months without any lapses in regulated services. Again, depending on the Commission's direction, the balances may continue to increase requiring additional time considerations.

Venus Telephone will continually monitor our billing policies and procedures and notify the Commission if any changes are implemented.

Please feel free to contact us if you have any additional questions or concerns.

Respectfully,


Dawn M. Groft
General Manager
Venus Telephone Corporation

Venus Telephone Corporation
1698 County Line Road
Venus, PA 16364

June 3, 2020

Tom Charles
Office of Communications
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

Dear Mr. Charles,

Venus Telephone Corporation provides the following information in response to the Secretary's request referencing Docket No. M-2020-3020055.

Venus Telephone has continued to provide our customers with updated billing and suspension notifications. Suspensions and terminations have ceased during the Emergency Proclamation. Venus Telephone provided Lifeline information to all of their customers with their May bills. Our customer service representatives also discuss the Lifeline program with customers who are having difficulties paying their bills and encourage them to apply for the program if they feel they may qualify.

Please feel free to contact us if you have any additional questions or concerns.

Respectfully,



Dawn M. Groft
General Manager
Venus Telephone Corporation