

TENNESSEE REGULATORY AUTHORITY



Ron Jones, Chairman
Deborah Taylor Tate, Director
Pat Miller, Director
Sara Kyle, Director

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2005 JAN 18 AM 12:52
460 James Robertson Parkway
Nashville, Tennessee 37243-0505
T.R.A. DOCKET ROOM

January 18, 2005

Barry Matthews, President / CEO
United Way of West Tennessee
1341 North Highland Avenue
Jackson, Tennessee 38301

RE Petition for 211 designation (Docket No 05-00317)

Dear Mr. Matthews:

In order for the Authority to complete its review of United Way of West Tennessee's Petition to Designate 211 Service for Information & Referral services for Carroll County, Crockett County, Dyer County, Gibson County, Hardeman County, Haywood County, Henderson County, Madison County, McNairy County and Weakley County in Tennessee (the "proposed Coverage Area"), you are requested to provide the following additional, clarifying information

1. Provide Audited Financial Statements including Balance Sheet, Income Statement and Statement of Cash Flow for United Way of West Tennessee for fiscal year end 2004.
2. Provide proof of membership in Tennessee Alliance of Information and Referral Services.
3. What type of calls does the West Tennessee call center handle at the present time? Please provide a breakdown by type of the 1000 calls per year now being received.
4. Provide the number of full time and part time employees available to answer 211 calls during your normal business hours? Also provide the number of any volunteers that would be available to answer 211 calls.
5. If the Authority approves your Petition, how long do you anticipate it will be before 211 calls can be answered 24 hours a day, 7 days a week, once 211 service is in operation?

Please provide this information no later than 2 00 P.M. on Monday, January 23, 2006 and reference Docket No. 05-00317 on the response. In accordance with TRA rules, submit either thirteen (13) written copies of your response or four (4) written copies and an electronic version.

If you have any questions concerning this request or need additional information, please call Patsy Fulton at 615-741-2904 ext 193.

Sincerely,

Darlene Standley, Chief
Utilities Division

C: Docket File