

Electronically Filed in TPUC Docket Room on June 8, 2022 at 7:07 a.m.

22-00047

June 7, 2022

Chairman Kenneth Hill,

United Way Worldwide supports and invests in the success of 211 across our nation. Since the FCC designation of the 211 dialing code in 2000, United Way organizations have been supportive of ensuring people in need have access to barrier free information and referral through the 211 service. United Way Worldwide supports the 211 service in NE Tennessee being moved to the Knoxville Center for Service Innovation 311/211 to ensure continuity of operations.

Knoxville Center for Service Innovation 311/211 maintains the highest professional certifications and accreditations from our training affiliate, the Alliance of Information and Referral Systems. Additionally, stable funding, a history of exceptional service, and strong leadership within the Knoxville operation provides us the confidence that 211 services in Tennessee will continue uninterrupted. United Way Worldwide will support this move and their team as they move forward with success.

Please reach out at 801-726-0290 if you have any additional questions.

Cordially,

A handwritten signature in black ink, appearing to read "Josh B Pedersen".

Joshua B Pedersen
Interim Senior Director, 211
United Way Worldwide