

Guide to DPS Witnesses' By CPG Criterion and Topic

The following table shows which DPS witnesses have addressed each of the statutory and EMCO criteria, as well as other general topics, in his or her testimony.

<i>Topic or Criterion</i>	<i>Addressed by DPS Witness:</i>
Overall recommendation of the Department and review of the proposed CPG	Frankel
Analysis of transaction	Lackey
<i>System Construction and Build-out</i>	
EMCO 3: the commitment to a construction and in-service schedule	Lackey
EMCO 7: availability of service to maximum number of residences.	Lackey
EMCO 8: the quality of the engineering and materials used in the system.	Lackey
EMCO 9: logical fit with neighboring systems.	Lackey
§ 504 (c)(2): construction, including installation, which conforms to all applicable state and federal laws and regulations and the National Electric Safety Code.	Lackey
EMCO 2: the present proposed service offerings to customers, including the number of channels and the ability and capacity of the system to offer additional varied services in the future, and the ability to provide public access. (This criterion is also under PEG where it is discussed by Mr. Lackey.)	Frankel
Quality of Services and Capacity	
§ 504 (b)(2): adequate and technically sound facilities and equipment, and signal quality.	Lackey
§ 504 (c)(1): a reasonable quality of service for basic, premium or otherwise, having regard to available technology, subscriber interest and cost.	Frankel Truman
Customer Service, Basic Service and Rates	
EMCO 4: the experience and ability of the applicant to run and manage a cable tv system.	Martin
EMCO 5: the tariff and the rates proposed to be charged to customers.	Martin
EMCO 6: consumer policies, particularly re: complaints and problems.	Frankel Truman

§ 504 (b)(4): the prohibition of discrimination among customers of basic service.	Frankel
§ 504 (b)(5): basic service in a competitive market, and if a competitive market does not exist, that the system provides basic service at reasonable rates determined in accordance with section 218 of this title.	Martin
§ 504 (c)(3): a competent staff sufficient to provide adequate and prompt service and to respond quickly and comprehensively to customer and department complaints and problems.	Frankel Truman
§ 504 (c)(4): unless waived by the board, an office which shall be open during usual business hours, have a listed toll-free telephone so that complaints and requests for repairs or adjustments may be received.	Frankel
§ 504 (c)(5): reasonable rules and policies for line extensions, disconnections, customer deposits and billing practices.	Frankel
Public, Educational and Government Access	
EMCO 2: the present proposed service offerings to customers, including the number of channels and the ability and capacity of the system to offer additional varied services in the future, and the ability to provide public access. (Addressed here with respect to PEG and earlier in general.)	Lackey
§ 504 (b)(1): designation of adequate channel capacity and appropriate facilities for public, educational, or governmental use.	Lackey
§ 504 (b)(3): a reasonably broad range of public, educational and governmental programming.	Lackey