CHILD AND FAMILY SERVICES AGENCY

NOTICE OF PROPOSED RULEMAKING

The Acting Director of the Child and Family Services Agency ("CFSA"), acting pursuant to § 2(o) of the Child and Family Services Agency Establishment Amendment Act of 2000, effective April 4, 2001, D.C. Law 13-277, D.C. Official Code § 4-1303.03(a-1)(12) (2006 Supp.), hereby gives notice of her intent to adopt the following amendment to § 6003.2 of chapter 60 of Title 29 DCMR in not less than thirty (30) days from the date of publication of this notice in the *D.C. Register*. The proposed amendment will require a foster child's social worker to visit the foster child on a weekly basis during the first four weeks of a placement and twice monthly thereafter in accordance with the *LaShawn v. Fenty* Amended Implementation Plan.

Paragraphs (a) and (b) of 29 DCMR § 6003.2 are amended to read as follows:

(a) During the first four (4) weeks after a foster child is placed in the foster home, the social worker shall visit the foster child in the foster home as frequently as is necessary to assure the foster child's adjustment to the placement but no less frequently than once a week.

(b) After the fourth week, the social worker shall visit the foster child as frequently as is necessary but no less frequently than twice a month. At least one (1) of the monthly visits by the social worker shall take place in the child's foster home. The other monthly visit may be at the child's school, day care or elsewhere.

All persons desiring to comment on the subject matter of this proposed rulemaking should file comments in writing within thirty (30) days after the date of publication of this notice in the *D.C. Register*. Comments should be filed with Donald Terrell, General Counsel Child and Family Services Agency, 400 6th Street, S.W., Washington, D.C. 20024. Copies of these proposed rules may be obtained without charge at this address.

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA
1333 H STREET, N.W., SUITE 200, WEST TOWER
WASHINGTON, DC 20005

NOTICE OF PROPOSED RULEMAKING

FORMAL CASE NO. 990, IN THE MATTER OF THE DEVELOPMENT OF LOCAL EXCHANGE CARRIER QUALITY OF SERVICE STANDARDS FOR THE DISTRICT OF COLUMBIA

1. The Public Service Commission of the District of Columbia ("Commission"), pursuant to its authority under District of Columbia Official Code § 34-401[1], hereby gives notice of its intent to adopt the following amendments to Chapter 27 of Title 15 of the District of Columbia Municipal Regulations ("DCMR") in not less than thirty (30) days from the date of publication of this Notice of Proposed Rulemaking ("NOPR") in the *D.C. Register*.

2. Chapter 27, which is entitled "Regulation of Telecommunications Service Providers," contains the Commission's rules and service quality standards for telecommunications service providers in the District of Columbia. The following proposed amendments to Chapter 27 will establish the Commission's reporting requirements for service outages and incidents resulting in personal injury for Verizon Washington, DC, Inc. in accordance with the "Omnibus Utility Amendment Act of 2004."[2]

2740 REPORTING REQUIREMENTS FOR SERVICE OUTAGES AND INCIDENTS RESULTING IN PERSONAL INJURY

2740.1 The provisions of this section shall apply to Verizon Washington, DC, Inc. ("Verizon DC"), the incumbent local exchange carrier.

2740.2 Verizon DC shall report to the Commission and to the Office of the People's Counsel all major and non-major telecommunications service outages and disruptions as well as incidents that result in the loss of human life or personal injury requiring hospitalization directly or indirectly arising from or connected with its maintenance or operation of the telecommunications system within the District of Columbia.

2740.3 All major service outages shall be reported by telephone or email to the Commission's Office of Engineering and to the Office of the People's

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1 D.C. Official Code § 34-401 (2006 Supp.).

2 D.C. Official Code § 34-401 (2006 Supp.).

Counsel as soon as practicable, but not later than one (1) hour after Verizon DC has determined a major service outage has occurred.

2740.4 At a minimum, each telephone or email report rendered by Verizon DC subsequent to a major service outage shall state clearly the following information:

(a) The location of the service outage(s);

(b) The Ward(s) where the service outage(s) occurred;

(c) The total number of customers out of service;

(d) A preliminary assessment as to the cause of the service outage(s); and

(e) The estimated repair and/or restoration time.

2740.5 During the course of a major service outage, Verizon DC shall report periodically to the Commission's Office of Engineering regarding the status of the service outage and Verizon DC's progress in restoration efforts. The frequency of such periodic updates to the Office of Engineering shall be jointly determined by Verizon DC and the Office of Engineering at the start of the service outage and/or as modified during the course of the service outage. At a minimum, Verizon DC shall provide an update to the Office of Engineering and to the Office of the People's Counsel prior to making any changes to its estimated restoration time.

2740.6 Specific restoration information, including estimated restoration times, shall be provided to District of Columbia customers by Verizon DC's customer service representatives.

2740.7 Verizon DC shall file a written report concerning all major service outages with the Public Service Commission and the Office of People's Counsel within five (5) days following the end of a major service outage.

2740.8 At a minimum, each written report concerning a major service outage shall state clearly the following information:

(a) A description of the service outage(s) and/or incident(s) and information as to the cause of the event(s);

(b) The actual repair and restoration times of the service outage(s) and/or incident(s);

(c) A description of the restoration effort;

(d) The total number of customers that experienced a sustained interruption (both on a system-wide basis and for the District of Columbia only);

(e) A self-assessment of Verizon DC's restoration efforts in the District of Columbia; and

(f) A description of the steps that Verizon DC will undertake to prevent such outages in the future or improve repair times and processes.

2740.9 Verizon DC shall report non-major service outages by telephone or email to the Commission's Office of Engineering and the Office of the People's Counsel as soon as practicable upon notice of the incident, but no later than twelve (12) hours after Verizon DC becomes aware of the incident.

2740.10 Notwithstanding the above, Verizon DC shall report a non-major service outage of more than eight (8) hours only upon verification that the service outage was caused by some event which is on Verizon DC's portion of the network.

2740.11 At a minimum, each telephone or email report concerning a non-major service outage shall state clearly the following information:

(a) The location of the service outage(s);

(b) The Ward(s) where the service outage(s) occurred;

(c) The total number of customers out of service;

(d) A preliminary assessment as to the cause of the service outage(s); and

(e) The estimated repair and/or restoration time.

2740.12 A written report concerning each non-major service outage shall be submitted to the Commission and the Office of People's Counsel within five (5) days of the event occurrence.

2740.13 At a minimum, each written report concerning a non-major service outage shall state clearly the following information as applicable to the given incident:

(a) A description of the service outage(s) and/or incident(s) and information as to the cause of the event(s);

(c) The actual repair and restoration times of the service outage(s) and/or incident(s); and

(d) The total number of customers affected by the service outage(s) and/ or incident(s).

2740.14 Verizon DC shall report by telephone or email all incidents that result in the loss of human life and/or personal injury requiring hospitalization, directly or indirectly arising from or connected with Verizon DC's maintenance or operation, to the Commission's Office of Engineering and the Office of the People's Counsel within thirty (30) minutes upon receiving notice of the incident.

2740.15 At a minimum, each telephone or email report concerning the loss of human life and/or personal injury shall state clearly the following information:

(a) The location of the incident(s);

(b) The Ward(s) where the incident(s) occurred;

(c) The total number of customers and/or persons affected;

(d) A preliminary assessment as to the cause of the incident(s); and

(e) The steps that Verizon DC will take to provide assistance.

2740.16 Written reports concerning all incidents that result in the loss of human life and/or personal injury requiring hospitalization, directly or indirectly arising from or connected with Verizon DC's maintenance or operation, shall be submitted to the Commission and the Office of the People's Counsel within five (5) days of the event occurrence.

2740.17 At a minimum, each written report concerning the loss of human life and/or personal injury shall state clearly the following information:

(a) A description of the incident(s) and information as to the cause of the event(s);

(b) The location of the incident(s);

(c) The Ward(s) where the incident(s) occurred;

(d) The exact time of the incident(s) occurrence;

(e) The total number of customers and/or persons affected;

(f) The steps Verizon DC took to provide assistance;

(g) The amount of time it took for assistance to arrive; and

(h) The steps Verizon DC will undertake to prevent such an occurrence in the future.

2799 DEFINITIONS

"**Major service outage**" means an outage affecting 100 or more customers or 100 or more lines.

"**Non-major service outage**" means an outage affecting between 25 and 99 customers or 25 and 99 lines.

3. All persons interested in commenting on the subject matter of this proposed rulemaking action may submit written comments and reply comments not later than thirty (30) and forty-five (45) days, respectively, after publication of this notice in the *D.C. Register* with Dorothy Wideman, Commission Secretary, Public Service Commission of the District of Columbia, 1333 H Street, N.W., West Tower, Suite 200, Washington, DC 20005. Copies of these proposed rules may be obtained, at cost, by writing the Commission Secretary at the above address.

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA
1333 H STREET, N.W., SUITE 200, WEST TOWER
WASHINGTON, DC 20005

NOTICE OF PROPOSED RULEMAKING

FORMAL CASE NO. 990, IN THE MATTER OF THE DEVELOPMENT OF LOCAL EXCHANGE CARRIER QUALITY OF SERVICE STANDARDS FOR THE DISTRICT OF COLUMBIA,

AND

FORMAL CASE NO. 1048, IN THE MATTER OF THE INVESTIGATION OF TELECOMMUNICATIONS SERVICE PROVIDERS' BILLING SYSTEM'S PRACTICES AND PROCEDURES,

1. The Public Service Commission of the District of Columbia ("Commission"), pursuant to its authority under District of Columbia Official Code §§ 34-802 and 34-2002(g)[1] hereby gives notice of its intent to adopt the following amendments to Chapter 27 of Title 15 of the District of Columbia Municipal Regulations ("DCMR") in not less than 30 days from the date of publication of this Notice of Proposed Rulemaking ("NOPR") in the *D.C. Register*. This Notice of Proposed Rulemaking amends a Notice of Proposed Rulemaking published May 4, 2007 in the *D.C. Register*.[2]

2. Chapter 27, which is entitled "Regulation of Telecommunications Service Providers", contains the Commission's rules and service quality standards for telecommunications service providers in the District of Columbia. The following proposed amendments to Chapter 27 will establish billing error reporting and notification requirements for telecommunications service providers.

2700 PURPOSE AND APPLICABILITY

Pursuant to D.C. Code § ~~43-1451~~ 34-2000 *et seq.*, this Chapter shall establish rules governing the provision of telecommunications services in the District. This Chapter shall apply to all telecommunications service providers ~~certificated as CLECs~~ within the District of Columbia.

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1 D.C. Official Code §§ 34-802 and 34-2002(g) (2001 Ed.).

2 54 *D.C. Reg.* 4205 (May 4, 2007).

2730 BILLING ERROR NOTIFICATION

2730.1 Each telecommunications service provider must inform the Commission and the Office of the People's Counsel when a billing error has affected 100 or more customers or the number of affected customers is equal to or more than two (2) percent of the telecommunications service provider's customer base. A telecommunications service provider with a customer base of less than 100 customers shall report errors when two (2) or more customers are affected.

2730.2 Each telecommunications service provider shall file a billing error report within three (3) business days of discovering or being notified of the error. The billing error report shall be filed with the Commission and served on the Office of the People's Counsel.

2730.3 The billing error report shall contain the following information:

(a) Type(s) of billing error(s);

(b) Date and time of the billing error(s);

(c) Number of customers affected;

(d) Cause of the error and status of any and all corrective action(s) taken; and

(e) Timeline for completing any and all other required corrective action(s).

2730.4 Upon receipt of the billing error report, the Commission shall determine whether any further investigation is necessary.

3. Any person interested in commenting on the subject matter of this proposed rulemaking action may submit written comments not later than thirty (30) days after publication of this notice in the *D.C. Register* with Dorothy Wideman, Commission Secretary, Public Service Commission of the District of Columbia, 1333 H Street, N.W., West Tower, Suite 700, Washington, DC 20005. Copies of these proposed rules may be obtained, at cost, by writing the Commission Secretary at the above address.