COMMISSIONERS:

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TIM G. ECHOLS, Vice-Chairman
FITZ JOHNSON
LAUREN "BUBBA" McDONALD
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EXECUTIVE SECRETARY
G.P.S.C.



REECE McALISTER
EXECUTIVE DIRECTOR

SALLIE TANNER
EXECUTIVE SECRETARY

Georgia Public Service Commission

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DOCKET# 4232
DOCUMENT# 193295

Kay Keller
President and CEO
United Way of Northeast Georgia
1 Huntington Rd. Ste. 805
Athens, GA 30606

IN RE: Petition of United Way of Northeast Georgia for Assignment of the Abbreviated Dialing Code N11 – 2-1-1 to be used for Information and Referral Service.

Dear Kay Keller,

In Administrative Session on September 7, 2023, the Georgia Public Service Commission ("Commission") considered and approved the attached Petition filed December 14, 2022 by United Way of Northeast Georgia for assignment of Abbreviated Dialing Code N11 – 2-1-1 to be used for Information and Referral Service in Banks, Barrow, Clarke, Elbert, Franklin, Greene, Hart, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Stephens and Walton counties and cancellation of the 2-1-1 designation for Community Connection of Northeast Georgia in accordance with the coordination of the Georgia 2-1-1 Steering Committee.

WHEREFORE, it is

ORDERED, that the United Way of Northeast Georgia, under the coordination of United Way and Georgia Alliance of Information and Referral Systems as the Georgia 2-1-1 Steering Committee, shall be assigned the number 211 to provide for Information and Referral Service as described in the attached Petition.

ORDERED FURTHER, that jurisdiction over this proceeding is expressly retained for the purpose of entering such further Order or Orders as the Commission may deem proper; and

ORDERED FURTHER, that a motion for reconsideration, rehearing or oral argument shall not stay the effective date of this Order unless expressly ordered by the Commission

The above action by the Commission in Administrative Session on February 7, 2023.

Sallie Tanner
Executive Secretary

DATE: 2-13-23

Tricia Pridemore
Chairman

DATE: 2-13-23

United Ways of Georgia Association
277 Martin Luther King, Jr. Blvd Suite 301
Macon, GA 31201
PO Box 1302 (31202-1302)

December 9, 2022

Tricia Pridemore, Chairman
Georgia Public Service Commission
244 Washington St. SW
Atlanta, GA 30334-5701

Dear Chairman Pridemore:

The Georgia 2-1-1 Steering Committee would like to advise you that on December 6, 2022, the Committee voted to support the 2-1-1 service coverage of Banks, Barrow, Clarke, Elbert, Franklin, Greene, Hart, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Stephens, and Walton counties by United Way of Northeast Georgia.

Based on this decision, we request your review of the attached petition. United Way of Northeast Georgia has been operating information and referral services in these counties since 2016 after the dissolution of Community Connection of Northeast Georgia (CCNEGA). We also request the cancellation of the 2-1-1 designations for CCNEGA as this was not done in 2016.

The Georgia 2-1-1 Committee's approval process included:

- Reviewing United Way of Northeast Georgia's 2-1-1 Business Plan
- A discussion with the direct overseer of the 2-1-1 program.

Contact information for United Way of Northeast Georgia is as follows:

Kay Keller, President/CEO
United Way of Northeast Georgia
1 Huntington Rd. Ste. 805
Athens, GA 30606
Office: 706-543-5254

The membership of the Georgia 2-1-1 Steering Committee is pleased to welcome these counties into the official Georgia 2-1-1 network.

Sincerely,

Ben Moser
Georgia 2-1-1 Steering Committee Chair
President/CEO
United Way of the Chattahoochee Valley

Attachment: Petition of United Way of Northeast Georgia for assignment of the N11 Code 2-1-1

United Way of Northeast Georgia
1 Huntington Road, Suite 805
Athens, GA 30606
706.543.5254
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United Way
of Northeast Georgia

GENERAL SUBSCRIBER SERVICE
TARIFF PROVISIONS REGARDING
N11 SERVICE

PETITION OF UNITED WAY OF NORTHEAST GEORGIA, INC. FOR ASSIGNMENT OF THE N11 CODE 211 IN BANKS, BARROW, CLARKE, ELBERT, FRANKLIN, GREENE, HART, JACKSON, MADISON, MORGAN, NEWTON, STEPHENS AND WALTON COUNTIES COVERED BY ILEC'S AT&T, WINDSTREAM AND HART

COMES NOW United Way of Northeast Georgia Inc. ("UWNEGA") and pursuant to the Rules of the GEORGIA PUBLIC SERVICE COMMISSION ("Commission") hereby petitions the Commission to assign UWNEGA in accordance with the items of the above referenced tariff, the abbreviated N11 dialing code 211.

The Local Calling of the 211 Service subscriber will be the basic Local Calling area as defined below, as facilities permit. N11 Service will be made available in the following Basic Local Calling Areas:

County	ILEC	Exchange
Banks	Windstream	Maysville, Homer, Lula
Barrow	Windstream	Braselton, Winder; Bell South (Bogart-Statham)
Clarke	AT&T	Athens, Winterville
Elbert	AT&T	Elberton
Franklin	Windstream	Lavonia, Carnesville, Royston
Greene	Windstream, AT&T	Union Point, White Plains, Greensboro
Hart	Hart	Royston, Hartwell
Jackson	Windstream	Braselton, Jefferson, Commerce, Nicholson
Madison	Windstream, AT&T	Carlton, Comer, Ila, Colbert, Danielsville, Royston
Morgan	AT&T	Madison, Rutledge, Smyrna
Newton	AT&T	Covington, Social Circle
Oconee	AT&T	Bogart-Statham, Watkinsville
Oglethorpe	Windstream	Crawford-Lexington, Maxeys
Stephens	Windstream	Toccoa, Eastonollee
Walton	Windstream, AT&T	Monroe

In support of this petition, UWNEGA shows the following:

1. UWNEGA proposes to guarantee operation of a community resource line from 8:00 am to 7:00 pm as well as a text line and web-based resource page twenty four (24) hours, seven (7) days a week. Individuals will connect through this line to non-emergency information and referrals regarding a wide variety of health and human services. Individuals will also be able to obtain volunteer and donation opportunities with nonprofit organizations by calling this line. There will be no cost to the user to access this service. Services will be made available in English and Spanish.

2. UWNEGA is currently providing this service in the area previously designated for Community Connection of Northeast Georgia and is now officially requesting to be assigned Banks, Barrow, Clarke, Elbert, Franklin, Greene, Hart, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Stephens and Walton counties including the exchanges listed above in this petition.

3. UWNEGA has received approval from the Georgia Association of United Ways' Georgia 2-1-1 Steering Committee to provide comprehensive information and referral services using the abbreviated dialing code 211 in Banks, Barrow, Clarke, Elbert, Franklin, Greene, Hart, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Stephens and Walton counties. The Georgia 2-1-1 Steering Committee has been granted the authority to coordinate the assignment of and implementation of N11-211 Information and Referral Service as filed with the Georgia Public Service Commission on April 22, 2002 and supplemented on May 1, 2002, in accordance with Federal Communication Commission's (FCC) 3rd Report an Order – Docket Number 92-105, adopted on July 21, 2000.

4. Assignment of such abbreviated dialing codes to not-for-profit information service providers, such as UWNEGA is in the public interest, as it will provide consumers within the State of Georgia with ready and convenient access to health and human service information for which there is a present and substantial demand.

5. Pursuant to the Petition, UWNEGA respectfully requests that this Commission assign UWNEGA the abbreviated dialing code 211 in Banks, Barrow, Clarke, Elbert, Franklin, Greene, Hart, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Stephens and Walton counties.

WHEREFORE, UWNEGA **hereby** requests the Commission to assign to UWNEGA the abbreviated dialing code 211 in Banks, Barrow, Clarke, Elbert, Franklin, Greene, Hart, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Stephens and Walton counties.

Kay Keller, President/CEO
United Way of Northeast Georgia