

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF HAWAII

----- In the Matter of ----- )  
 )  
 PUBLIC UTILITIES COMMISSION )  
 )  
 Instituting Proceedings )  
 Relating to the Availability )  
 of Experienced One Call Center )  
 Providers of Quality One Call )  
 Center Services, Pursuant to )  
 Hawaii Revised Statutes )  
 Chapter 269E. )  
 \_\_\_\_\_ )

DOCKET NO. 05-0079

ORDER NO. 21710

Filed April 1, 2005  
At 8 o'clock A .M.

Karen Higrest.  
Chief Clerk of the Commission

RECEIVED  
2005 APR - 1 P 4: 07  
DIV. OF CONSUMER ADVOCACY  
DEPT. OF COMMERCE AND  
CONSUMER AFFAIRS  
STATE OF HAWAII

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF HAWAII

----- In the Matter of ----- )  
 )  
 PUBLIC UTILITIES COMMISSION ) Docket No. 05-0079  
 )  
 Instituting Proceedings ) Order No. 21710  
 Relating to the Availability )  
 of Experienced One Call Center )  
 Providers of Quality One Call )  
 Center Services, Pursuant to )  
 Hawaii Revised Statutes )  
 Chapter 269E. )  
 \_\_\_\_\_ )

Order

By this Order, the commission institutes a proceeding to: (1) investigate the availability of experienced One Call Center providers; (2) select a One Call Center provider that it determines to be best qualified to provide the services; and (3) name a new member to the One Call Center Advisory Committee ("Committee") representing the State of Hawaii Department of Transportation ("DOT").

I.

Background and Procedural History

The Legislature of the State of Hawaii passed Act 141, 2004 Session Laws of Hawaii ("Act 141"), which took effect on July 1, 2004 and became codified as HRS Chapter 269E. Among other things, Act 141 calls for the establishment of a One Call Center by January 1, 2006 to coordinate the location of

subsurface installations and to provide advance notice to subsurface installation operators of proposed excavation work.

On August 6, 2004, the commission, by Order No. 21221, initiated a proceeding (Docket No. 04-0195) to establish the Committee. Pursuant to HRS § 269E-4, the Committee's duty is to advise the commission on implementing HRS Chapter 269E, including, among other things, the selection of a One Call Center provider.

On November 9, 2004, by Decision and Order No. 21456, in Docket No. 04-0195, the commission formally established the Committee and appointed and named members of the Committee in accordance with HRS Chapter 269E.<sup>1</sup>

## II.

### Selection of One Call Center Provider

HRS § 269E-3 provides that the commission is charged with establishing and administering the One Call Center.

HRS § 269E-5 provides, in relevant part:

By January 1, 2006, the commission shall establish and begin administration of a one call center that provides advanced warning to excavators in this State of the location of subsurface installations in the area of an excavation for the purpose of protecting those installations from damage. In establishing the center, the commission shall consider the availability of experienced center providers. The commission shall award administration of the center to the provider the commission determines to be best qualified to provide center services. In

---

<sup>1</sup>The Division of Consumer Advocacy of the Department of Commerce and Consumer Affairs is an *ex officio* party to this docket, pursuant to HRS § 269-51 and HAR § 6-61-62.

reviewing a provider's qualifications, the commission shall consider cost, quality of service, experience, and other factors the commission deems appropriate.

HRS § 269E-5(a). Hawaii Administrative Rules ("HAR") 6-61-71 allows the commission to investigate any matters subject to its jurisdiction. Accordingly, in light of the above, the commission will institute an investigation into the availability of experienced One Call Center providers of quality One Call Center services.

### III.

#### Naming of New Member to the Committee

Order No. 21456 recognized that the Director of the DOT, Rodney Haraga, or his designated representative should serve as a voting member on the Committee. See HRS § 269E-4. By letter dated March 8, 2005 (attached hereto as Exhibit A), Mr. Haraga gave notice to the commission that Pratt Kinimaka, Engineering Program Manager of the Oahu District Office for Highways, would act as his duly designated representative on the Committee. Thus, by this Order, we will also recognize this designation.

### IV.

#### Orders


##### THE COMMISSION ORDERS:

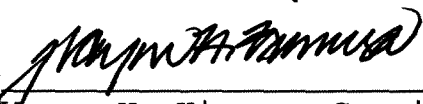
1. A proceeding is instituted to investigate the availability of experienced One Call Center providers of quality One Call Center services.

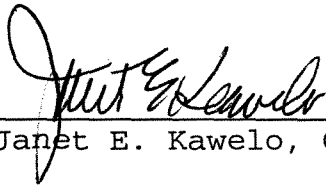
2. The DOT Director's representative is Pratt Kinimaka, who shall serve as a duly designated voting member of the Committee.

DONE at Honolulu, Hawaii APR - 1 2005.

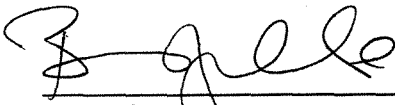
PUBLIC UTILITIES COMMISSION  
OF THE STATE OF HAWAII

By   
Carlito P. Caliboso, Chairman

By   
Wayne H. Kimura, Commissioner

By   
Janet E. Kawelo, Commissioner

APPROVED AS TO FORM:

  
Benedyne S. Stone  
Commission Counsel

onecall.rpr

CERTIFICATE OF SERVICE

I hereby certify that I have this date served a copy of the foregoing Order No. 21710 upon the following parties, by causing a copy hereof to be mailed, postage prepaid, and properly addressed to each such party.

DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS  
DIVISION OF CONSUMER ADVOCACY  
P. O. Box 541  
Honolulu, HI 96809

  
\_\_\_\_\_  
Karen Higashi

DATED: April 1, 2005