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October 19, 2009

**HAND DELIVERY**

James McNulty, Secretary  
Pennsylvania Public Utility Commission  
400 North Street, 2nd Floor  
Harrisburg, PA 17120

**Re: Petition of the United Way of Pennsylvania for Information and Referral for the Assignment of 2-1-1 Abbreviated Dialing Code and the Designation of PA 2-1-1 as the Lead Implementing Agency for Pennsylvania 2-1-1 Service, Docket No. \_\_\_\_\_**

Dear Secretary McNulty:

Enclosed for filing, please find the original plus three copies of United Way of Pennsylvania's Petition for Information and Referral for Assignment in the above-captioned matter. Copies have been served in accordance with the enclosed certificate of service. Thank you and please contact me if you have any questions.

Best regards,

STEVENS & LEE

*Renardo L. Hicks*  
Renardo L. Hicks

RLH:kdd  
Enclosures

cc: Certificate of Service

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A PROFESSIONAL CORPORATION

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Petition of the United Way of Pennsylvania for :  
Information and Referral for the Assignment of : Docket No.  
2-1-1 Abbreviated Dialing Code and the Designation :  
of PA 2-1-1 as the Lead Implementing Agency for :  
Pennsylvania 2-1-1 Service :

Pursuant to 52 Pa Code Section 5.41, et seq, the United Way of Pennsylvania (UWP) hereby files this Petition with the Pennsylvania Public Utilities Commission (Commission) requesting the assignment of 2-1-1 abbreviated dialing code to the not for profit organization, PA 2-1-1 Inc.(hereinafter "PA 2-1-1") as the lead implementing agency for Pennsylvania 2-1-1 service, the proposed 2-1-1 service that will provide community service information and referral in Pennsylvania.

UWP is represented in this matter by Renardo L. Hicks, Michael A. Gruin and Judith D. Cassel. All correspondence, notices, documents, orders or other communications with respect to the above-captioned proceedings should be addressed to:

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**I. BACKGROUND**

1. Abbreviated dialing codes enable callers to connect to a location in the telephone network that would otherwise be accessible only via a seven or ten-digit telephone number. The network must be preprogrammed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly.

2. On July 21, 2000, the Federal Communications Commission (FCC) assigned 2-1-1 as a national abbreviated dialing code to be used for access to community information and referral services.<sup>1</sup> The FCC found that “[i]ndividuals facing serious threats to life, health, and mental well being have urgent and critical needs that are not addressed by dialing 911 for emergency assistance or 311 for non-emergency police assistance.”<sup>2</sup> In the view of the FCC, a universally and easily recognizable number, such as 2-1-1, would make it possible for callers in need to make critical connections with appropriate community-based organizations and government agencies more easily.

3. UWP is the state association representing local United Ways that serve communities across the Commonwealth. As a statewide member-supported organization, UWP establishes a state and national presence for members as the premier resource and statewide partner of choice. Initiatives of UWP result in improved statewide conditions for businesses, nonprofits, and communities throughout the Commonwealth.

4. The Pennsylvania Association for Information & Referral (PAIR) is the Pennsylvania Affiliate of the Alliance of Information & Referral Systems (AIRS), the professional international information & referral (I&R) membership organization, representing more than 1,000 comprehensive, specialized, and military I&Rs within the United States and Canada. AIRS and United Way of America (UWA) have partnered to play a major role in the National 2-1-1 Initiative.

5. In 2006, UWP and PAIR joined forces to plan for 2-1-1, by establishing a task force called the Pennsylvania 2-1-1 Collaborative made up of representatives from across Pennsylvania. Over five years of planning led to the development of a business plan and the

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<sup>1</sup> See U.S. Dep’t of Transportation, 15 FCCR 16,753 (Jul. 21, 2000).

<sup>2</sup> Id. at 16,764.

establishment of PA 2-1-1 in 2009 as an independently incorporated Pennsylvania nonprofit organization dedicated to providing all Pennsylvanians with easy access to information about the full range of public and private community programs and services provided throughout Pennsylvania.<sup>3</sup> PA 2-1-1 has been working diligently to bring this vital service to all citizens of our Commonwealth.