

**VOLCANO TELEPHONE COMPANY  
NOTICE OF APPLICATION TO ESTABLISH NEW  
REGULATED REVENUE REQUIREMENT AND INCREASE RATES  
A.21-11-006.**

**Why am I receiving this notice?**

On November 1, 2021, Volcano Telephone Company (Volcano) filed an application with the California Public Utilities Commission (CPUC) requesting a review of its intrastate revenue requirement and rate design. This filing was submitted in accordance with Commission rules, including those outlined in CPUC Decision Nos. 94-09-065, 14-12-084, 15-06-048, 21-04-005 and 21-06-004, and in the CPUC's Rules of Practice and Procedure. This application has been docketed at the CPUC as A.21-11-006#.

This application includes a proposal to increase Volcano's basic single-line residential rate, exclusive of taxes and fees, from \$24.00 to \$25.00 in all its exchanges, effective January 1, 2023. Volcano also proposes to increase its basic single-line and multi-line business rates, exclusive of taxes and fees, from \$34.00 to \$35.00 in all its exchanges, effective January 1, 2023. Volcano's LifeLine rate will also change based on the basic residential rate that is ultimately adopted in this rate case.

**Why is Volcano requesting this rate increase?**

Volcano has made this proposal to preserve its access to universal service support from state and federal sources and to ensure that it can continue to provide safe, reliable, modern telecommunications services to its customers, while covering its expenses and earning a reasonable rate of return on its investments.

**How does the rest of this process work?**

The Application will be assigned to a CPUC Administrative Law Judge who will consider proposals and evidence presented during the formal hearing process. The CPUC will hold public participation hearings at dates yet to be determined, which will provide customers an opportunity to express their views on this matter to the CPUC. The Administrative Law Judge will issue a proposed decision that may adopt Volcano's application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding will review Volcano's application, including the Public Advocates Office of California, which is an independent consumer advocate within the CPUC. For more information about the Public Advocates Office, please call 1-415-703-1584, email [PublicAdvocatesOffice@cpuc.ca.gov](mailto:PublicAdvocatesOffice@cpuc.ca.gov), or visit [PublicAdvocates.cpuc.ca.gov](http://PublicAdvocates.cpuc.ca.gov).

**Where can I get more information?**

**Contact Volcano:**

Phone: **1-888-886-5226**

Email: [info@volcanotel.com](mailto:info@volcanotel.com)

Mail: P.O. Box 1070, Pine Grove, CA 95665

*A copy of the entire filing and related exhibits is available by written request to:*

Brenda Shepard

Volcano Telephone Company

20000 Highway 88

P.O. Box 1070

Pine Grove, California 95665

**Contact CPUC:**

Please visit [apps.cpuc.ca.gov/c/A2111006](https://apps.cpuc.ca.gov/c/A2111006) to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding. Your participation by providing your thoughts on Volcano's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**

Email: [Public.Advisor@cpuc.ca.gov](mailto:Public.Advisor@cpuc.ca.gov)

Mail: CPUC Public Advisor's Office

505 Van Ness Avenue

San Francisco, CA 94102

Please reference **Application A.21-11-006** in any communications you have with the CPUC regarding this matter.