

From: [Peter Lee](#)
To: [Gay Bradshaw](#); [PUC CONSUMER PUC * PUC](#); [PUC PUC.PublicComments * PUC](#)
Cc: [DAVIS Diane * PUC](#); [ecoeditor@gmail.com](#); [roarkeball@yahoo.com](#); [gailbattaglia2@gmail.com](#); [BARTHOLOMEW Joseph * PUC](#); [crystalclearsat@yahoo.com](#); [abender@warren-news.com](#); [mediapro1@comcast.net](#); [7c15odt6f@relay.firefox.com](#); [clintdriver@mac.com](#); [kawnee.cc@gmail.com](#); [mfreeserflawlobby.com](#); [peter.gose@lumen.com](#); [andyg32@zoho.com](#); [mh155@gmail.com](#); [mshalloran2605@gmail.com](#); [jh04843@aol.com](#); [jcksnclryn@yahoo.com](#); [nkiskadden@icloud.com](#); [brownndogvet@gmail.com](#); [cbkrack@gmail.com](#); [silversprings@q.com](#); [mkneuendorf@comcast.net](#); [mpaule1686@gmail.com](#); [kgjpeterston@gmail.com](#); [lreichman@perkinscoie.com](#); [bmrendar@gmail.com](#); [dromain@rflawlobby.com](#); [rushon@q.com](#); [flyingpigranch206@gmail.com](#); [peggyshannon@outlook.com](#); [adam.sherr@lumen.com](#); [Smith Natascha B](#); [candace713@hotmail.com](#); [brook.villa@lumen.com](#); [priscilla@saltmarshranch.com](#); [benyohai@gmail.com](#); [rosebarnett44@gmail.com](#); [kjinxkathy@gmail.com](#); [myboo0055@yahoo.com](#); [ead1947@gmail.com](#); [mshadleyrose@yahoo.com](#); [frank@fjdixon.com](#); [brianhdonohue@yahoo.com](#); [cecileeverson@gmail.com](#); [gfportland@fastmail.fm](#); [suzigiven@icloud.com](#); [pkgoldman51@gmail.com](#); [jlgood30@gmail.com](#); [thegrosers@yahoo.com](#); [richardhassanein@gmail.com](#); [jholmboe@msn.com](#); [joosgalefamily@comcast.net](#); [clee3142@gmail.com](#); [wobobr123@yahoo.com](#); [cobiadmin@kobi5.com](#); [jfsconstruction@hotmail.com](#); [ruthillman50@gmail.com](#); [erinwildingcenter@gmail.com](#); [john@oregoncub.org](#); [jennifer@oregoncub.org](#); [dockets@oregoncub.org](#); [oregondockets@pacificcorp.com](#); [Sen Golden](#); [redg16@aol.com](#); [Jennifer Joly](#); [Rep Marsh](#); [matthew.mcvee@pacificcorp.com](#); [spark10300@gmail.com](#); [law.ads2019@outlook.com](#)
Subject: Re: UM 1908 UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER
Date: Wednesday, September 13, 2023 1:35:39 PM

You don't often get email from reachpeterlee@gmail.com. [Learn why this is important](#)

I concur fully, with Ms. Bradshaw.

Clear and present "Life Safety" risk has been brought up numerous times with no response, action, remedy, or an offered timeline for repairs; Not from the PUC, the utility, multiple legal counselors, or any state or local representative(s) as to when this area will be upgraded to such an extent that citizens can have a reasonable expectation of lasting repairs.

Until such time that the utility and the PUC is able to document full and complete repairs, we simply should not have to pay for service. The current \$50.00 per day per customer fee to the utility for service interruptions over 48 hours goes where? To the PUC, who is *up to this point* failing to enforce mandates for reliable service??

The citizens are funding the utility (and the PUC) who is not functioning per the requirements set forth by law, while we contribute our time and while we incur unmeasurable levels of frustration, and risk, not to mention the stress related to not knowing if we will have a working line out to emergency services in time of need.

Will anyone at the PUC or the State support this request to freeze all customer service invoices / payments in the affected area(s) until the utility makes lasting and material improvements to the infrastructure, and implements meaningful change to the current and complete inability to effectively communicate with customers?

Peter

On Wed, Sep 13, 2023 at 11:22 AM Gay Bradshaw <bradshaw@kerulos.org> wrote:

Dear Ms. Davis, Weaver, and Walker,

Thank you for your consistent communications. However, most all, including the one below, makes no sense. I have no idea what to do, what to choose or if even to participate. As Mr. Lee has clearly stated on numerous occasions and my own communications to the PUC,

nothing has changed. NOTHING. We are being extracted, paying for something which does not exist- namely consistent telecommunication services. I am exhausted with the plethora of missives which have done nothing to change the situation. We have stopped calling in because the problem is constant and -unlike Centurylink and PUC employess - we are not paid for time spent on this matter. Critically, we are endangered by this failure. When the power goes out we cannot receive nor transmit critical emergency information. We do not know if someone has called or if we can call out - and when there is service the line is so full of static to make communication unintelligible. There is a national alert being tested in October which is an indicator that a widespread emergency is anticipated. Do you understand that this inaction is threatening lives? Do you want another Maui or Paradise because that is exactly what this is leading to. As a publically supported representative of the public, you are responsible for righting this situation immediately.

Gay Bradshaw 541-899-1070

From: DAVIS Diane * PUC <Diane.DAVIS@puc.oregon.gov>
Sent: Monday, September 11, 2023 5:12 PM
To: ecoeditor@gmail.com; roarkeball@yahoo.com; gailbattaglia2@gmail.com; BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>; crystalclearsat@yahoo.com; abender@warren-news.com; mediapro1@comcast.net; 7c15odt6f@relay.firefox.com; clintdriver@mac.com; kawnee.cc@gmail.com; mfreese@rflawlobby.com; peter.gose@lumen.com; andyg32@zoho.com; mhts155@gmail.com; mshalloran2605@gmail.com; jh04843@aol.com; jksncrlyn@yahoo.com; nkiskadden@icloud.com; browndogvet@gmail.com; cbkrack@gmail.com; silversprings@q.com; reachpeterlee@gmail.com; mkneuendorf@comcast.net; mpaule1686@gmail.com; kgjpeter@comcast.net; reichman@perkinscoie.com; bmrendar@gmail.com; domain@rflawlobby.com; rushon@q.com; flyingpigranch206@gmail.com; peggyshannon@outlook.com; adam.sherr@lumen.com; Smith Natascha B <natascha.b.smith@doj.state.or.us>; candace713@hotmail.com; brook.villa@lumen.com; priscilla@saltmarshranch.com; benyohai@gmail.com; rosebarnett44@gmail.com; kjinxkathy@gmail.com; myboo0055@yahoo.com; ead1947@gmail.com; mshadleyrose@yahoo.com; frank@fjdixon.com; brianhdonohue@yahoo.com; cecileeverson@gmail.com; gfortland@fastmail.fm; suzigiven@icloud.com; pkgoldman51@gmail.com; jlgood30@gmail.com; thegrosers@yahoo.com; richardhassanein@gmail.com; jholmboe@msn.com; joosgalefamily@comcast.net; cle3142@gmail.com; wobobr123@yahoo.com; cobiadmin@kobi5.com; jfsconstruction@hotmail.com; ruthillman50@gmail.com; erinwildingcenter@gmail.com; john@oregoncub.org; jennifer@oregoncub.org; dockets@oregoncub.org; oregondockets@pacificorp.com; Gay Bradshaw <bradshaw@kerulos.org>; Sen Golden <Sen.JeffGolden@oregonlegislature.gov>; redg16@aol.com; Jennifer Joly <jenniferjoly@omeu.org>; Rep Marsh <Rep.PamMarsh@oregonlegislature.gov>; matthew.mcvee@pacificorp.com; spark10300@gmail.com; law.ads2019@outlook.com
Subject: UM 1908 UNITED/QWEST/CENTURYLINK JOINT PETITION FOR PRICE PLAN AND PARTIAL WAIVER

Dear UM 1908 Service List:

Please review the following information and options for participating in UM 1908. The goal is to ensure your comments are properly recorded and any ongoing service issues are investigated by Consumer Services.

UM 1908 is a contested case and is very much like a case before a court. You have several options to participate.

A **Party (PA)** to the case. For party status, you must petition to intervene and have that petition granted. Parties may fully participate in the case, having certain rights (file testimony and exhibits) and responsibilities (participating by the contested case rules). Parties make filings in accordance with the administrative rules governing contested cases, the schedule set in the case, and any other instructions from the Administrative Law Judge (ALJ).

An **Interested Person (IP)** to the case. Interested Persons may follow the case online in eDockets, and by being on the service list, receive Notice of Filing emails alerting them to filings, Commission orders and ALJ communications, scheduling of events, and comments filed. Interested Person status does not require approval.

As an Interested Person, send your comment to puc.publiccomments@puc.oregon.gov. Your public comment may *summarize* your current issues with the company. When filing public comment, your name and email address will be posted. If you do not want your email address published, you may do so by *calling* the PUC's Consumer Services Section at the number below. ***Please do not Reply All to a Notice of Filing email as this creates unnecessary duplication for recipients of Notices of Filing and can make keeping an accurate record of complaints and comments much more difficult.***

A public comment is **not** the same as a complaint investigation with the **PUC's Consumer Services Section**. To open a new complaint or to provide an update to an existing service complaint, please contact the PUC's Consumer Services Section. New outages, service quality issues, or other issues with your service will be investigated and you will receive an update about your phone service. Please send complaint investigation information to the PUC's **Consumer Services Section** by phone **1-800-522-2404** or email puc.consumer@puc.oregon.gov.

All complaints with the PUC Consumer Services Section are also reviewed by the PUC Staff assigned to case (Joe Bartholomew).

Your cooperation is greatly appreciated and will facilitate accurately directing information to the appropriate persons.

Best regards,

Diane Davis (she/her)

Business Operations Supervisor 2

Oregon Public Utility Commission

Administrative Hearings Division/Filing Center

diane.davis@puc.oregon.gov (best way to reach me)