

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [PUC CONSUMER PUC * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Public Comments on UM 1908
Date: Tuesday, October 17, 2023 9:03:39 AM

-----Original Message-----

From: mike.watkins@everyactioncustom.com <mike.watkins@everyactioncustom.com>
Sent: Tuesday, October 10, 2023 9:54 AM
To: [PUC PUC.PublicComments * PUC](#) <puc.publiccomments@puc.oregon.gov>
Subject: Public Comments on UM 1908

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Dear Oregon Public Utility Commission,

As a telephone customer of Lumen/CenturyLink, I have not been receiving adequate service. I am submitting my comments for docket UM 1908.

As Electric Superintendent of a city-owned Electric Utility, I have encountered MANY, MANY frustrating situations regarding the little (mostly zero) communication with the Lumen/Century Link staff. We have had trouble with getting any pole transfers completed after changing out a rotten/broken power pole. There are many still attached to the old pole, even after multiple emails/phone calls to the people listed on our emergency phone contact list.

We have also incurred issues with the new construction/new services side of thier business. Either we do not hear from them at all, or they say "it's in the queue, and we are not sure when we will get to it".

As a utility, we are EXPECTED to provide a service to our customers in a timely manner, with safety, quality, and professionalism. I DO NOT feel that is what Lumen/Century Link offer to their customers, or fellow utilities.

Thank you for your investigation into this issue with CenturyLink in my area and for considering my comments.

Sincerely,

Mike Watkins

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