

From: [PUC PUC.PublicComments * PUC](#)
To: [BARTHOLOMEW Joseph * PUC](#); [JENKINS Danielle * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Attached Report to PUC of CL Phone outage 9/29/23
Date: Friday, September 29, 2023 3:26:02 PM
Attachments: [2023-9-29 SJS's Claim submitted to Oregon Public Utility Commission Website.pdf](#)

Comments received.

Deanna

From: Susan Shaffer <flyingpigranch206@gmail.com>
Sent: Friday, September 29, 2023 12:34 PM
To: Priscilla Weaver <priscilla@saltmarshranch.com>; Jennifer Hill-Hart <jennifer@oregoncub.org>; PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: Attached Report to PUC of CL Phone outage 9/29/23

You don't often get email from flyingpigranch206@gmail.com. [Learn why this is important](#)

We experienced a phone outage along with a power surge at 9:50 a.m. I called our dedicated phone line and reported it, and was given Ticket #72168814, with a date of service (DOS) of 10/4/23--4 days or 96 hrs away. It lasted approx. 1 hr. I then canceled the ticket, and when doing so noticed online that CL showed a different ticket (#0403312).

I reported it via the claim page on the PUC website, but since it had no mechanism to include other recipients, I am copying you with the attachment. I imagine it will get posted sometime in the next few days.

At 11:59 am, tech MATT called to confirm my phone was now working. Said the brownouts cause most of their issues and that Ruch has a lot of them, which makes me wonder if PAC PWR needs to upgrade their system as well.

Susan

Consumer Information
Online Complaint Form

If you have not contacted your utility company with this complaint, please do that as a first step.

If you have already contacted your utility and are not satisfied with its response, please fill out this form and click the SUBMIT button at the bottom of the page. If you have entered all the data correctly you will be redirected to a confirmation page. If you are not redirected to the confirmation page, data that is missing or entered incorrectly will have a red error message next to it. Please correct any errors and click the SUBMIT button until you are directed to the confirmation page.

DISCONNECTIONS:

If you are currently without service or concerned your service may be disconnected, please call the Consumer Services Section at 503-378-6600 or toll free within Oregon 1-800-522-2404.

Account Information

Name As It Appears on the Account

(Prefix) (First) (M.I.) (* Last or Business Name) (Suffix)

Service Address

(* Street) (Apartment)
(* City) (County)
(* State)
(* Zip Code)

Utility

Telephone (* Service) (* Company Name) (* Service Type)

Involved Telephone Number

(If the complaint is concerning telephone service, please enter the telephone number involved. If your complaint involves additional phone numbers, include them in your complaint description below.)

(Format: 999-999-9999) (ext.)

Person Making Complaint

Note: Complaints must be submitted by the customer of record or a party authorized with the utility company to discuss the account.

Your Name (if different from Account Owner)

(First) (M.I.) (Last or Business Name)

Relation to the Account Owner

Mailing Address (if different from Service Address)

(Choose Type) (Street) (Apartment)
(City) (County)
(State)
(Zip Code)

Email Address (username@host.domain)

(Format: X@X.XYZ)

Home Phone

(Format: 999-999-9999) (ext.)

Work Phone

(Format: 999-999-9999) (ext.)

Other Phone

(Format: 999-999-9999)

(ext.)

(Type)

Complaint

Number of Characters: 1940

(Limit to 45,000 Characters. Send additional information to PUC.Consumer@state.or.us)

Today, 9/29/23, our phone went out at 9:50am after a brief power surge. I tried to report it online but could not easily find where to report phone outages, nor did any of the links to submit an outage work. I then called the dedicated outage line (844-304-5337) for our zip code (97530) from my cell phone, for which service is spotty due to no cell towers out here. I first reported the outage to "Carly," who put me on hold and our call promptly dropped. I called again and spoke with "Zena." She claimed no other calls had been received from this area reporting an outage.

After having to answer all the typical BS questions (gate? dog? etc.) she gave me Ticket #72168814 (however, when I checked online, the ticket listed there was #0403312). She then proceeded to give me a date of repair of Weds, 10/4/23, 4 days out and roughly 96hr away. When I told her that CL was by Order mandated to have our phones working within 48 hrs of the creation of the ticket, she simply replied the DOS was "system generated," and she could not change it.

Approximately 1 hr later our phone came back on. It took me almost 10 mins to find on the CL website where to cancel the upcoming appt because it kept telling me I did not have an upcoming appt. Finally at roughly 11:20am, I was able to cancel the appt via text.

The questions remain:

Why is CL still instructing their CS reps on our dedicated phone line that repairs will be made far beyond the mandated 48 hrs of the creation of a ticket?

If the DOS is truly system generated, why has CL still not reprogrammed their system to generate DOS at 48 hrs from creation of ticket?

If there are backup batteries as we are told, why don't they kick in immediately?

We have been dealing with CL phone outages and other service issues, which have sometimes gone on for days and weeks on end, for more than a decade. When will you, the PUC, finally do what you are authorized to do?

(* Nature of the Complaint)

* Have you contacted the utility company representative?

Yes

No

If yes, the name of the representative you have contacted:

(Title)

1) Carly, and 2) Zena

(Name)

The date you contacted your utility company:

(Format: mm/dd/yyyy)

Number of Characters: 133

(Limit to 10,000 Characters. Send additional information to PUC.Consumer@state.or.us)

On 9/29/23, CL gave me Ticket #72168814 (or #0403312, according to online data) and gave me a date of service of 10/4/23--96 hrs out.

(Outcomes of your discussion with the company regarding your complaint)

* What would you like PUC to do?

Provide me with information (describe below)

Record my complaint and initiate investigation

Other (describe below)

Number of Characters: 0

(Limit to 5,000 Characters. Send additional information to PUC.Consumer@state.or.us)

(PUC Action Description)

If your comments pertain to a specific docket, indicate the docket number here (if known):

Contact Preference

* Your preferred method of contact by a PUC representative:

Email

Phone/Fax

Mail (USPS)

* = Required Field

SessionID: gy0UIngeiuxxl0231uwonsmp
85415152-6a67-4dbe-bae6-7d825afbed97

By checking this box, I acknowledge and accept the Commission's Privacy Statement and give my consent for the Commission or its representatives to look into my complaint, which may include providing my information to the subject utility.

[Privacy Statement](#)

Submit