

**From:** [BARTHOLOMEW Joseph \\* PUC](#)  
**To:** [PUC PUC.FilingCenter \\* PUC](#)  
**Subject:** FW: UM 2206 new filing  
**Date:** Thursday, September 1, 2022 9:17:29 AM  
**Attachments:** [UM 2206 submission.docx](#)  
[ongoing widespread outage.msg](#)  
[UM 2206 two different outage issues today.msg](#)  
[UM 2206 continuing outage.msg](#)  
[image001.png](#)

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Good morning team,

Can you file the email below as well as the emails/word dock attached to UM 2206 Docket as a customer comment, thanks.

*Joseph Bartholomew*  
*Oregon Public Utility Commission*  
*Senior Telecommunication/Water Analyst*  
*201 High St SE. Suite 207*  
*Salem, OR 97301*  
*503-689-4016*  
[Joseph.bartholomew@puc.oregon.gov](mailto:Joseph.bartholomew@puc.oregon.gov)



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**From:** Priscilla Weaver <[priscilla@saltmarshranch.com](mailto:priscilla@saltmarshranch.com)>  
**Sent:** Thursday, September 1, 2022 8:18 AM  
**To:** BARTHOLOMEW Joseph \* PUC <[Joseph.BARTHOLOMEW@puc.oregon.gov](mailto:Joseph.BARTHOLOMEW@puc.oregon.gov)>  
**Cc:** Kathy Horner <[redg16@aol.com](mailto:redg16@aol.com)>; Rep Marsh <[MarshP@oregonlegislature.gov](mailto:MarshP@oregonlegislature.gov)>  
**Subject:** UM 2206 new filing

Good morning Joseph,

Enclosed for filing is our neighborhood's urgent plea for relief now.

I apologize for the clumsy language but we simply cannot wait for the luxury of fine-tuning our language. When I hear that one neighbor has had three repair tickets cancelled and no one will respond until Saturday, it makes me furious. This has gone on all week. When will the PUC act on our modest request?

Please hold this company responsible at last

Thank you.

Priscilla Weaver

encl.

Dated: September 1, 2022

To: Oregon Public Utilities Commission

From: Priscilla Weaver et al.

Re: UM 2206

This is to request that the PUC exercise its authority right now to provide interim relief to Lumen/CL's land line customers near Jacksonville whose service quality and safety issues are implicated in Docket UM 2206, to include at a minimum, all customers served via remote terminals RT 2900 and 2600, and/or with addresses on Little Applegate Road, Yale Creek Road, Sterling Creek Road, Upper Applegate Road and all smaller roads branching from these main roads ("Affected Customers").

The working session on August 30<sup>th</sup> made it clear that this modest interim relief is authorized, appropriate, and warranted. It is a straightforward example of how the PUC can use the tools available to it to address the service quality and safety prongs of the public interest, which the PUC must take into account, with a quick and automatic enforcement mechanism and without further delay. It is the Commission's opportunity to make enforcement functional.

The need for this relief right now is clear. As of this morning, we have been without working phones for at least four days and perhaps longer. Customers reporting through the standard mechanism are being told their repair tickets have "cleared." Others have had several tickets dropped with no one showing up.

We request that the PUC enter an order right now requiring Lumen to take the following steps on the following schedule:

1. Within 7 business days Lumen shall
  - a. Establish an "800" or other dedicated telephone number ("Dedicated Number") for any Affected Customer experiencing an outage/service quality issue to call twenty four hours a day, seven days a week including holidays.
    - i. The Dedicated Number is to be set up such that the Affected Customer is connected directly to the office/division of Lumen responsible for initiating high priority repair response for outages/service issues.
    - ii. In order to assure prompt response from Lumen but also to assure that the customer's report is for a multiple-customer outage/service quality issue and not for single-customer issues, Lumen may modify its internal procedures to allow one Affected Customer to report knowledge of other telephone numbers affected by the outage/service quality issue.
    - iii. Whether or not Lumen chooses to make such internal modifications, it shall be sufficient to initiate the expediated response contemplated by this Order that the customer is able to identify at least one other

telephone number or customer whose line is experiencing the outage/service quality issue or otherwise has a good faith belief that the outage/service quality issue affects other customers.

- b. Staff the Dedicated Line 24/7 or otherwise assure any calls to the Dedicated Line result in the immediate initiation of onsite repair;
  - c. Take such other steps as are necessary to assure the Affected Customers' outage/service quality reports will be treated as high priority for immediate resolution;
  - d. Provide notice to each Affected Customer informing them of the new Dedicated Line, how to use it, and what Lumen's response will be.
2. Within 14 days, Lumen shall provide the PUC a report confirming the foregoing steps have been taken. The report should include a sample of the notification to Affected Customers and a detailed description of the processes Lumen has put in place for assuring the immediate initiation of repair response when calls are received on the Dedicated Line.
3. The Dedicated Line and expedited response mechanisms required by this Order shall remain in effect until (a) Lumen has completed installation of fiber optic cable to each Affected Customer's home that will enable Affected Customers to use their land lines through the fiber optic cable, as Lumen represented to the PUC on August 30, 2022, or (b) Lumen/CL provides the Affected Customers with land line service at no increased cost and delivered other than by Lumen's existing copper wire system to their homes.

**From:** [Priscilla Weaver](#)  
**To:** [Peter.Gose@lumen.com](mailto:Peter.Gose@lumen.com)  
**Cc:** [BARTHOLOMEW Joseph \\* PUC](#)  
**Subject:** ongoing widespread outage  
**Date:** Thursday, September 1, 2022 7:59:43 AM

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Mr. Gose,

Hoping this email goes through. My earlier one provoked an automatic “I am out of the office from March 14th to March 21st” resposne.

Neighbors reporting this morning on the outage now into its fourth day and perhaps longer.

Erin Volheim: Our phone/internet still not working. CL cancelled my repair ticket. Our neighbor Dave Willard has had 3 repair tickets cancelled by CL with no shows.

Do I have to take this to the media? I don't know how else to get your company's attention.

Priscilla Weaver

**From:** [Priscilla Weaver](#)  
**To:** [BARTHOLOMEW Joseph \\* PUC](#)  
**Cc:** [Kathy Horner](#)  
**Subject:** UM 2206 two different outage issues today  
**Date:** Tuesday, August 30, 2022 7:17:38 PM

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Joseph,

To be sure the PUC understands that our service quality issues continue, please inform them of this update however such things get communicated.

#### CENTURYLINK LAND LINE OUTAGE NUMBER 1 ON AUGUST 30, 2022

This morning while I was on personal business and not on my computer, text messages started coming in from several neighbors as follows;

10:16 a.m. EV: Have people been having recent issues with landline to landline calls dropping while talking?

GB: Yes, I was just getting ready to call CL.

PS: Yes, twice yesterday.

Emily: This morning a call I was trying to make cut off twice.

CD: I've noticed calls not going through on the first try.

EV: Okay, my understanding is we should all try to call it in.

KS: Lost a call just now.

One of these neighbors posted a screen shot from someone at CL saying it is an "area equipment issue."

Emily: CL started a ticket for me. Said a tech would be out "no later than Thursday." I stressed it was an area-wide problem.

2:08 pm during the working session:

KS: No dial tone.

EV: I was told they aren't going to come out for repair UNTIL SATURDAY AT LEAST for our repair ticket. Our Century Link internet is also worse than unusual.

BY: I've made several calls today. Every single one gets cut off. Second attempts miraculously seem to stay connected. Additionally, our line has been scratchy ever since the big thunderstorm approximately two weeks ago.

That's all for outage number 1 as of 7:15pm this evening.

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#### OUTAGE NUMBER 2 ON AUGUST 30, 2022:

Approximately 30 minutes ago (ca. 6:40 pm) our power went out. I just got a dial tone while writing this note. It is my understanding the backup batteries should kick in essentially instantaneously.

Thanks for all the staff's work to update the Commissioners on our situation and especially on their robust authority to hold CL's ongoing service quality failures.

Priscilla Weaver

**From:** [Priscilla Weaver](#)  
**To:** [Peter J Gose](#); [BARTHOLOMEW Joseph \\* PUC](#)  
**Subject:** UM 2206 continuing outage  
**Date:** Thursday, September 1, 2022 7:43:13 AM

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As of this morning, many of us are still without phone service. I personally just tried to make a call, got about 4 words out, and it dropped. Called back, got about 4 words out, and it dropped.

This is not even enough to make a 911 call.

I am at the end of my rope. You may not know this but we are in extreme fire season, with dense smoke from nearby fires affecting people's health.

Does someone have to die out here to get Lumen's attention?

Priscilla  
541-899-1672