

From: [BARTHOLOMEW Joseph * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#)
Cc: [Goatcher Jill D](#)
Subject: FW: UM 2206 outage day five
Date: Thursday, September 8, 2022 9:30:12 AM

Good morning Team,

Please add the email below to docket UM 2206 as customer comments, thanks.

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Oregon Public Utility Commission
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-----Original Message-----

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Saturday, September 3, 2022 2:06 PM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Cc: Peter J Gose <peter.gose@lumen.com>; Hendricks, Tre E <Tre.Hendricks@lumen.com>; Kathy Horner <redg16@aol.com>
Subject: UM 2206 outage day five

This pattern would be amusing if it were not so frightening.

Last year we had no land line service from August 30 until September 7, first while CL took four days to repair boxes on Little Applegate Road that had lain broken and exposed to rain and snow for at least eight months, and then another four days over the Labor Day weekend while they tried to figure out how to reconnect their own system correctly. No power outage, no tree falling on wires or boxes, no missing batteries, just years of neglect.

This August 30 our phones went out again (actually at least one day earlier but no one documented it until the 30th). Callers to the 800 number were told it was an "area equipment issue." it is now four days later and our phones still aren't working and now it is Labor Day weekend again. And guess what? One of my neighbors called the notorious 800 number again today to check on the situation and she was given a repair ticket for Wednesday September 7, four days from now.

No one could make this stuff up: the same eight-day outage over the same holiday weekend two years in a row?

Happy anniversary?

Priscilla