

From: [DECKER Megan * PUC](#)
To: [COLLINS Kristi * PUC](#)
Subject: FW: Century Link neglect of its Applegagte Service Area
Date: Tuesday, September 20, 2022 8:59:44 AM

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

From: Sen Golden <Sen.JeffGolden@oregonlegislature.gov>
Sent: Tuesday, September 20, 2022 6:55 AM
To: PUC PUC.PublicComments * PUC <PUC.PUBLICCOMMENTS@puc.oregon.gov>;
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Cc: PUC PUCHearings * PUC <PUC.HEARINGS@puc.oregon.gov>; TAWNEY Letha * PUC
<Letha.TAWNEY@puc.oregon.gov>; mark.thompson@puc.oregon.gov; DECKER Megan * PUC
<Megan.DECKER@puc.oregon.gov>
Subject: Century Link neglect of its Applegagte Service Area

September 20, 2022

To the OPUC Commissioners—

I believe you're in receipt of an email dated September 19 from my colleague Representative Pam Marsh concerning the failure of Century Link to restore landline service to the Applegate Valley for three weeks now. She aptly describes the critical nature of that service and the need to have it restored promptly—far more promptly than has been the case here—and recommends measures that would likely motivate the company to restore service. I agree completely with her recommendation, and ask you to take swift action to implement it and/or any other measure that would expedite restoration of service.

When a potentially life-and-death utility service is allowed to remain down for this length of time (in the absence of disaster circumstances that make repairs difficult), and when the utility company in question receives support from the OUSF, we are not meeting our obligation to Oregon citizens. I ask you to take decisive action to make sure landline service is restored to this area at the soonest possible moment, and further action to make sure that Century Link fully and promptly meets basic responsibilities and standards in all of its service areas from this point forward.

Thank you for your consideration and your service to our state.
Senator Jeff Golden
Oregon Senate District 3