

KNOLL Ellie * PUC

From: PUC PUC.FilingCenter * PUC
To: BARTHOLOMEW Joseph * PUC
Subject: RE: More phone trouble on Little Applegate Road UM 2206

From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Monday, March 14, 2022 11:37 AM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Cc: Kathy Horner <redg16@aol.com>
Subject: More phone trouble on Little Applegate Road

Joseph,

As you know, our area was part of a widespread electrical power outage on Saturday, March 12, at which time everyone on Little Applegate Road and surrounding roads also lost our land lines. We thought everyone's land lines were operational shortly thereafter due to the temporary batteries installed at the Buncom station/box/terminal.

I was wrong. Jackie Morris and her neighbors at the foot of Little Applegate, the CL customer who filed a handwritten complaint letter earlier this month, told me yesterday that she and her neighbors were still without phone service, and their land lines remain out today, March 14.

We have no idea why this is so, but we suspect it is because these folks are not hooked up to the Buncom station/box/terminal and instead are connected to a similar piece of equipment on Upper Applegate Road closer to where their homes are located at the foot of Little Applegate Road. If we are correct, then it appears even the existing PUC complaints were not enough to persuade CL to install battery backup for these folks.

To make matters worse, the area manager we were told at the hearing had been made available to us as a prompt way to let CenturyLink know there is an outage rather than relaying on the nationwide 800 number to report single-home outages told Ms. Morris when she called to report their outage that he (Mike ___) is no longer the southern Oregon area manager for CL/Lumen but that he would tell someone else about the outage.

Of the three types of relief we asked CL for in our complaints — backup batteries, a dedicated phone number to report outages and get prompt restoration, and re-installation of the remote monitoring that would ensure CL knows about the outage right away — it appears CL is only willing to do part of the battery issue without further PUC involvement. How disappointing!

Thanks, as always, for listening.

Priscilla Weaver