

From: [BARTHOLOMEW Joseph * PUC](#)
To: [PUC PUC.FilingCenter * PUC](#); [PUC CONSUMER PUC * PUC](#)
Cc: [HELLMAN Marc * PUC](#); [Smith Natascha B](#)
Subject: FW: UM 2206 new outage
Date: Monday, September 26, 2022 11:38:46 AM
Attachments: [image001.png](#)

Good morning Filing team,

Please add the below email to docket UM 2206, 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



From: Priscilla Weaver <priscilla@saltmarshranch.com>
Sent: Monday, September 26, 2022 11:20 AM
To: BARTHOLOMEW Joseph * PUC <Joseph.BARTHOLOMEW@puc.oregon.gov>
Subject: UM 2206 new outage

Joseph,

I don't know how to get this reported using your consumer hotline, so please take whatever steps are necessary at your end to ensure our 48-hour window is triggered. We have heard nothing about a dedicated line as yet.

This morning (**September 26, 2022, 7:25 am** for purposes of starting the 48-hour sanctions clock) at 7:25 am I started receiving text messages from neighbors that their phones are again malfunctioning, specifically, multiple dropped calls. I asked each of them to report using the general 800 number or online reporting. One customer's experience is reflected below. In other words, we are not able to set up the repair ticket system you requested while we are still dependent on the general 800 number.

There are at least five individual customer violations so far. I cannot yet confirm a sixth i have been notified about:

Denim 899-5630

Hadden/Sartorio 899-9513 (see note below)
Yohai 899-6833
Bowman 899-7264
Fowler 899-7805

Please confirm that you have received this note and that the 48-hour window for repair has been triggered as of 7:25 this morning.

Thanks.

Priscilla

Begin forwarded message:

From: Marion Hadden & Jim Sartorio
Date: September 26, 2022 at 10:53:43 AM PDT
To: Priscilla Weaver <priscilla@saltmarshranch.com>
Subject: Re: Gentle Reminder

I have reported the problem using the 800 #. I first tried using the online system but after 2 attempts which aborted before completing I hung up and used our cell phone.

CL acknowledged a problem exists and they are working on it. They did not provide a ticket number. At the end of the automated call I was told to wait on the line if I needed to speak to someone. I did so I could ask for the ticket number but no one ever came on.

Dropped calls - 2 at about 8:50 am when we emailed you. 1 at 9:30 am. 1st 2 calls from cell phone in Medford, 9:30 call from Erin.

We did have a 5 minute call at 9:00 am that did not drop. This was from southern CA.

Jim

On Mon, Sep 26, 2022, 10:16 AM Priscilla Weaver
<priscilla@saltmarshranch.com> wrote:

I need your repair ticket numbers and the other info in order to trigger the 48-hour window for CL to fix the problem.

Thanks.

Priscilla