

**FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114**

Complaints are public documents and are maintained on the Public Service Commission website.
Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: HARRY L. LUCAS
Address: 455 N. 200 E. BOX 2434 BEAVER, UT. 84713
Telephone No.: 435-421 1736
Email Address: _____
Preferred method of contact: _____ Email or U.S. Mail

If represented by counsel, list:

Name: _____
Address: _____
Telephone No.: _____ Email Address: _____

2. The utility being complained against is: CENTURY LINK

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.

CENTURY LINK HAS TURNED A BILL TO A
COLLECTION AGENCY. THIS WAS TAKEN CARE
OF IN 2016 BY THE UTAH PUBLIC UTILITY SERVICE.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

IF I DID NOT OWE THE BILL IN 2016 FOR
PHONE SERVICE THAT I DID NOT HAVE THEN, WHY DO
I GET TURNED TO A COLLECTION NOW?

5. What relief does the Complainant request?

I WANT THIS TO STOP AND A LETTER
STATING THAT I PAID MY BILL IN 2016 WHEN THE
SERVICE WAS STOPPED.

6. Signature of Complainant Harry Lucas

Date: 3-15-2019

NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)