



PublicService Commission <psc@utah.gov>

## Docket No. 22-999-10 Supplementary Documents

1 message

Melissa Dallof <mdallof@gmail.com>

Wed, Jun 1, 2022 at 8:32 PM

To: psc@utah.gov, Shane Farver <shane.farver@gmail.com>

Hello,

Attached please find a number of documents supporting our claim that CenturyLink failed to meet their responsibility to mark their line.

Included are Shane Farver Rich Farver texts 1 and 2.jpg, a series of text messages on March 30, 2021 between Shane Farver, one of property owners, phone number 801 941-5831 and Rich Farver, who assisted in the landscaping project. Shane Farver recorded all of the Blue Stakes marks on the property once the ticket was completed and sent them to Rich Farver in preparation to begin the project. In these texts, Rich Farver affirms that there are no orange or red markings present. Electrical enters the property via aerial lines over the backyard.

Additionally, please find video clip Yard Work 4.mp4 and Screenshot of Video with Lines.

This clip is a short piece of drone footage recorded April 24, 2021. In this footage, between time stamps 0:00 and 0:12, the property in question is visible. The property in question is the one with the orange tractor working in the yard. For reference, the top of the video frame is west, the bottom is east, the right side is north, and the left is south. The CenturyLink cable lies entirely in the west half of the yard that is unexcavated at the time of this video. As the drone moves from east to west, you can see yellow flags left by the gas company along the south side of the property. There is nothing visible in the location of the CenturyLink line. Screenshot of Video with Outlines is a screenshot from the video provided to help orient you to where the markings should be. The yellow gas flags and paint outlined and the CenturyLink location is outlined with no visible markings. This is particularly clear on the curb.

Please also find Call Record Sheet 1.pdf, a copy of the phone records of Melissa Dallof, the other property owner, phone number 801 643-3320. The call to Blue Stakes made immediately following the damage is highlighted in yellow.

Unfortunately, as CenturyLink's phone system makes it extremely difficult / impossible to speak to a live representative without an account number, the discussion with CenturyLink was conducted via the chat feature on the CenturyLink website. We do not have a record of this chat. It was during this chat that the CenturyLink representative told the property owners that the damaged line was out of service and the property owners could continue their landscaping without further intervention by CenturyLink. However, should CenturyLink keep these records, we are happy to provide the IP address from which the chat was made or any additional information needed.

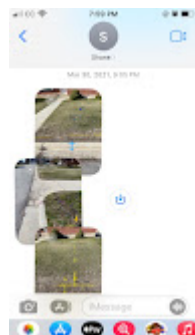
Finally, please find Century Link bill.pdf, the bill assessed to the property owners April 13, 2022. In this document, CenturyLink alleges the damage took place on March 17, 2021 before the landscaping project ever broke ground. CenturyLink has since agreed that this is not the correct date, but we find this to be indicative of their shoddy record keeping and poor customer service dealings in general.

If there is any additional information we may be able to provide or different file formats that you would prefer, please let us know.

Thank you,  
Melissa Dallof

 Yard Work 4.MP4

### 5 attachments




Shane Farver : Rich Farver texts 1.JPEG  
135K



**Shane Farver Rich Farver texts 2.JPEG**  
136K



**Screenshot-of-video-with-outlines.jpg**  
260K

 **call record Sheet1.pdf**  
44K

 **Century Link bill .pdf**  
722K