



State of Utah
Department of Commerce
Division of Public Utilities

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To: Utah Public Service Commission

From: Utah Division of Public Utilities

Chris Parker, Director

Marialie Wright, Customer Service Manager

Erika Tedder, Paralegal

Stefanie Liebert, Office Specialist II

Date: August 8, 2017

Re: **Steve Thomas v. Qwest Corporation, d/b/a CenturyLink QC**
Docket No. 17-049-09

Recommendation: Schedule a Hearing

Complaint History:

On February 3, 2017, Mr. Steve Thomas submitted an informal complaint online to the Division of Public Utilities (Division) against Qwest Corporation, d/b/a CenturyLink QC (Company) regarding an unresolved line repair dispute.

Mr. Thomas claims that an old Rocky Mountain Power power pole on his property holds power lines that are no longer being used or conducting power. His Complaint states that because the lines cross directly through his property he is unable to build unless the lines are moved or removed. Mr. Thomas claims that the Company has cables on the same pole, but because there is also another development in the project and the same cables cross a neighbor's yard, an engineer for the Company agreed that the Company would remove the cables and posts.

Mr. Thomas asked for a mediation and would like the Company to remove the cables so that he is able to build on his property. Mr. Thomas claims that the Company is refusing to execute the agreement without a cost because the employee who was working with him is no longer with the Company and he did not document the project plan.

Company Response:

Ms. Becky DeMartini-Allen, the Company's Customer Advocacy Representative, responded to Mr. Thomas's informal complaint on February 7, 2017. Ms. DeMartini-Allen stated, "The previous Engineer ... is no longer with CenturyLink. ... [T]he new manager contacted Mr.

Thomas today to advise the job would be \$10,342.46.” Ms. DeMartini-Allen expressed that the Company is not interested in entertaining a mediation with Mr. Thomas, and added that this is an easement issue not regulated by the Public Service Commission (Commission).

Division Review and Recommendation:

The Division recommends that the Commission proceed with the formal complaint. The complaint does not appear to be confined to an easement issue beyond the Commission’s jurisdiction. The Division cannot resolve the matter informally. Therefore, the Division recommends that the Commission proceed, allowing parties to present evidence and make arguments surrounding the issues.