
BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

In the Matter of the Formal Complaint of
Judith Maack against Qwest Corporation, d/b/a
CenturyLink QC

DOCKET NO. 17-049-11

ORDER OF STAY

SUPPLEMENTAL ACTION REQUEST

ISSUED: July 28, 2017

ORDER OF STAY

On July 28, 2017, Judith Maack filed with the Public Service Commission of Utah (PSC) a formal complaint against Qwest Corporation, d/b/a CenturyLink QC. Ms. Maack states in her complaint that she wishes to bypass the requirement that she work with the Division of Public Utilities (Division) to resolve her complaint informally before requesting formal PSC action.

Utah Administrative Code R746-1-201 states:

A person that files a complaint with the Commission shall demonstrate:

- (1) that the person has attempted to work with the utility to resolve the complaint;
- (2) that the Division has reviewed the complaint and determined that Commission action is warranted; and
- (3) that the complaint has been served on the public utility, pursuant to R746-1-203(1)(f).

Ms. Maack has not complied with R746-1-201(2).¹ The PSC therefore concludes that her complaint is not ripe for adjudication and stays this docket pending Division review.

¹ Utah Administrative Code R746-1-109 provides that a party wishing to deviate from a specified rule must "demonstrate that the rule imposes a hardship that outweighs the benefit(s) of the rules." In her complaint, Ms. Maack states simply that she does not want to work with the Division because she has been working with the utility since April 2017 without achieving a resolution. She has made no argument that satisfies R746-1-109, leaving the PSC with no legal basis from which to allow deviation from R746-1-201(2).

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SUPPLEMENTAL ACTION REQUEST

The Public Service Commission of Utah (PSC) requests that the Division of Public Utilities investigate the July 28, 2017 complaint of Judith Maack against Qwest Corporation, d/b/a CenturyLink QC and attempt informal resolution of any bona fide dispute.

DATED at Salt Lake City, Utah, July 28, 2017.

/s/ Jennie T. Jonsson
Administrative Law Judge

Approved and confirmed July 28, 2017 as the Order of the Public Service Commission of Utah.

/s/ Thad LeVar, Chair

/s/ David R. Clark, Commissioner

/s/ Jordan A. White, Commissioner

Attest:

/s/ Gary L. Widerburg
Commission Secretary
DW#295659

CERTIFICATE OF SERVICE

I CERTIFY that on July 28, 2017, a true and correct copy of the foregoing was served upon the following as indicated below:

By Electronic-Mail:

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