

UTAH PUBLIC SERVICE COMMISSION

2017 FEB 28 A 10:16

**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**

1. Name of Complainant: Richard and Colleen Flinspach
8598 North Modena Canyon Road
Address: Beryl, UT 84714

Telephone No.: 435-439-5478

If represented by counsel, list:

Name: _____

Address: _____

Telephone No.: _____

2. The utility being complained against is: South Central Communications
45 North 100 West/ P.O. Box 555
Escalante, UT 84726

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.

See Attachment "A"

See Attachment "B"

See Attachment "C"

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

Since South Central was involved in the telephone line
maintenance for over twenty (20) years, we would like to
know when there was a legal change in policy and why we
didn't receive notification.

5. What relief does the Complainant request? We would appreciate the con-
tinued service using the land line and the maintenance of
it by the telephone company, or clarification of why they
are not legally responsible for it at this time.

6. Signature of Complainant Richard Flinspach
Colleen Flinspach

Date: 2/22/17

January 28, 2017

Public Service Commission
Office of Public Utilities
160 South 300 East 4th Floor
Salt Lake City, UT 84102

Attn: Gwen Flores

This letter is a followup to our verbal complaint made on January 26, 2017 concerning our non-service from South Central Communications.

On December 24, 2016 a storm of ice and snow broke our telephone line coming up the canyon from Modena. Several days after this we reported this to Duncan Reed when we saw him at the shop in Beryl. He said he would go in and put it on their maintenance schedule and they would come out and work on the line. We stopped in at the maintenance shed about two weeks later and talked with Weston Bishop and Roy Adams and they said that Duncan had not told them about our problem. I, (Richard) asked Duncan about this and he said, "Oh, I forgot to tell them. I am sorry".

When we had no response from them after that, I, (Richard) called Duncan on January 24, 2017 to see when they were coming to work on the line. He said he was headed to the shop at Beryl and he would send the men right out. We waited all day with no visit from the men. At about 4:00 p.m. Colleen called and left a message on Duncan's cell phone asking for an explanation. There was no response.

On January 25, 2017 I, (Richard) went to Beryl to talk with Weston and Roy to ask why they hadn't come on the 24th and they said that they had to take care of something in Enterprise. I asked them to get Duncan on the telephone so I could talk with him. I lost my temper when he started making excuses again, as I felt he had been dishonest when making promises to fix the line. We have had no response from them since that time.

On that same day, since I was worried about the line being damaged further by traffic coming up the canyon, my wife and I pulled on the line to try and raise it from an area that was sagging into the roadway.

We have been without telephone service for 35 days and no help from South Central Communications. We feel that the Public Service Commission is our only resource to solve this problem.

ATTACHMENT "A"

In the late 1970's South Central scrapped their telephone line from Beryl to Modena. They gave me the line. I took down all the arms and the hardware. I then constructed a telephone line from Modena to our ranch using the existing power poles of Dixie-Escalante REA.

South Central Utah Telephone Association, Inc. connected us to their system and sent us a Membership Certificate (No.1518) dated August 18th, 1977. We have been using the system and paying our monthly bills since that time.

They did all of the maintenance on the line to our ranch for approximately twenty years. Then there was a man working for the telephone company who started to complain about having to work on the line. In those days there was only one truck and the expense couldn't have been much. I was a young man at that time and I started helping with the maintenance. They have never put one single piece of hardware on the line to this day. Then they started telling me that I was responsible for the maintenance of the line to the ranch. I needed the line so I never questioned them. Now, I am almost 78 years and my wife is in her 70's and it is too hard for us to work on the line. In 2016 my wife and I fixed the line three times with a great deal of difficulty.

We appreciate your consideration concerning this matter.

Richard Flinspach
Colleen Flinspach

ATTACHMENT "B"

Since our letter to the Office of Public Utilities on January 28, 2016 we have been in contact with that office to ascertain if there had been a response from South Central Communications

After almost three weeks (2/16/17) an E-mail was received by their office. We were not contacted within five (5) working days of our complaint, nor have we received any reply from South Central Communications

NO 1518

South Central Utah Telephone Association, Inc.
Organized Under the Laws of Utah

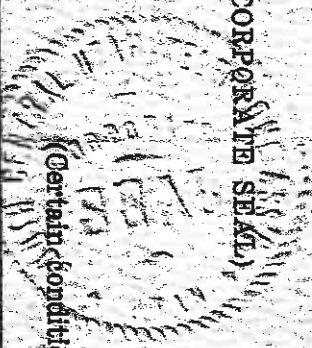
Membership Certificate

THIS CERTIFIES that a membership in SOUTH CENTRAL UTAH TELEPHONE ASSOCIATION, INC., (hereinafter called the "Cooperative") is held by

Flinspock, Richard
Modena, Utah 84753

IN WITNESS WHEREOF the Cooperative has caused this certificate to be signed by its President and Secretary and its corporate seal to be hereunto affixed this 18th day of August, 1977.

(CORPORATE SEAL)



(Certain conditions of membership stated on the back)

[Signature]
President

[Signature]
Secretary