

Informal Complaint Report

Index Number: 996690074 **Company Name:** CenturyLink

CUSTOMER INFORMATION

Customer Name: Kruckenberg, Jeff **Account Number:**
Other Contact Info: Allan Kruckenberg Construction **Phone Number:** (801) 792-6250
Customer Address: 5347 S Kenwood Dr. **Other Phone:**
Customer Address: **Email Address:**
City: Murray **State:** UT **Zip Code:** 84107

COMPLAINT INFORMATION

Type of Call: Inquiry **Complaint Type:** Inquiry
Date Received: 7/2/2018 **Date Resolved:** 8/8/2018
Complaint Received By: Cynthia Dumas **DPU Analyst Assigned:** 0
Utility Company Analyst: Greg Norman

Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

The Division received a call from Mr. Kruckenberg regarding CenturyLink being out of their easement rights. The easement rights are on the east side of the property, however, when Murray Power put their pole up on the west side all utilities attached their services to that pole. When Murray Power was notified of being out of their easement rights, they quickly fixed the problem. Murray Power dug a new trench for all services to go underground. Since then Murray Power, Utopia, and Comcast have moved their easements underground, except for CenturyLink. Mr. Kruckenberg is upset at CenturyLink for being out of easement and not moving their services underground after being asked to do so. He would like for CenturyLink to move their services to the trench where their easement rights are. Please contact the customer.

Complaint Response:

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Date: Mon, Jul 9, 2018 at 2:40 PM
Subject: UT - Kruckenberg, Jeff Inquiry
To: Cynthia Dumas

Cynthia,

Our local supervisor went out to take a look and photograph the area. It has been determined that this has to be turned over to our engineering department for further study and resolution. When I learn some new information will let you know. I apologize for any problems this issue has caused Mr. Kruckenberg.

Greg Norman
Case Manager
CenturyLink Customer Advocacy Group
Consumer/Small Business Sales and Care
6101 Yellowstone - Rm 310
Cheyenne, Wy 82009 Voice Tn: 307 633-2708
greg.norman@centurylink.com

From: Customer Advocacy (PUC) <uswpuc@centurylink.com>
Date: Tue, Aug 7, 2018 at 10:40 PM
Subject: UT - Kruckenberg, Jeff Inquiry
To: Cynthia Dumas

Informal Complaint Report

Hello Cynthia,

I received word from our local manager Rob Vigil who indicates he has had several conversations with Mr. Kruckenberg. We have an easement from 1948, but it was not recorded. At this point we have offered to split the cost of relocation of facilities with Mr. Kruckenberg to settle this dispute over facility location.

Additional Information:

From: Cynthia Dumas
Date: Mon, Jul 9, 2018 at 3:21 PM
Subject: UT - Kruckenberg, Jeff Inquiry
To: "Customer Advocacy (PUC)" <uswpuc@centurylink.com>

Good Afternoon Greg,

I hope all is well. Appreciate you reaching out and letting me know Mr. Kruckenberg's concern is being worked on. I will mark complaint as needing thirty days to investigate, 8/2/2018. Please feel free to reach out to me prior or on the 30th day.

Thank you,
Cynthia Dumas

From: Cynthia Dumas
Date: Mon, Aug 6, 2018 at 8:44 AM
Subject: UT- Kruckenberg, Jeff Inquiry
To: Greg Norman

Good Morning Greg,

I hope you had a good weekend. :) I was wondering if you had gotten an update from your engineering department? Please let me know if you need additional time to investigate so I can update the complaint.

Thank you,
Cynthia Dumas

From: Cynthia Dumas
Date: Wed, Aug 8, 2018 at 8:03 AM
Subject: Re: UT - Kruckenberg, Jeff Inquiry
To: "Customer Advocacy (PUC)" <uswpuc@centurylink.com>

Good Morning Greg,

I hope you're having a good start to your day. I appreciate you letting me know Mr. Kruckenberg has been contacted by your engineering department. At this time, I advised Mr. Kruckenberg since his complaint is an "inquiry" (since easement rights are not regulated by the Public Service Commission (PSC)) he loses the right to file a formal complaint with the PSC. I advised him to contact the Utah Property Rights of Ombudsman since they have jurisdiction over easement rights.

With that being said, I'm marking this complaint as 'resolved' since there's nothing else we can do for him.

Thank you so much for your work on this case.

Have a great day,

Thank you,
Cynthia Dumas