



PublicService Commission <psc@utah.gov>

Fwd: Complaint - CenturyLink

1 message

Gwen Flores <gflores@utah.gov>

Thu, Sep 26, 2024 at 12:43 PM

To: PublicService Commission <psc@utah.gov>, jeff hauser <jeffhauser4@gmail.com>

Dear Mr. Hauser,

I am forwarding this email to the Public Service Commission to be added to your docket. (Docket Number 21-049-05.)
Please reach out to the Public Service Commission with any questions and or future correspondence.

Thank you!

24 FN

Gwen Flores

Utah Division of Public Utilities



UTAH DEPARTMENT OF COMMERCE

Division of Public Utilities

----- Forwarded message -----

From: jeff hauser <jeffhauser4@gmail.com>

Date: Thu, Sep 26, 2024 at 9:37 AM

Subject: Re: Complaint - CenturyLink

To: Gwen Flores <gflores@utah.gov>

Dear Ms. Flores, Concerning my complaint of Century Link lines laying on my building. I sent a written formal complaint to Utah Public Service as I was instructed in August, hoping to get results. Since then a rep from Lumens corp. a Mr John Quintanna (801 589-5850) or Century link from the local area contacted me. His "fix" was to have his guys wrap the lines in plastic and zip ties and tell me that "Someday" Rocky mountain power might put a new pole in place of an old split pole. Rocky Mountain Power tells me that the poles are fine and no plans for replacement. I was hoping my formal written complaint would entitle me to a hearing. I feel like I am being discriminated against because my property is older and in an old part of town. My roof on the building is damaged and leaking. The roofing contractor will not do repairs with an overhead line laying heavily on the roof. Please tell me what I should do next. Sincerely, Jeff Hauser Layton Utah 801-391-1907

On Wed, Aug 28, 2024 at 9:42 PM jeff hauser <jeffhauser4@gmail.com> wrote:
formal complaint sent thank you

On Wed, Aug 28, 2024 at 8:59 AM Gwen Flores <gflores@utah.gov> wrote:
Good Morning Mr Hauser,
Attached are the instructions and form to file a formal complaint with the Public Service Commission.

Gwen Flores

Utah Division of Public Utilities



UTAH DEPARTMENT OF COMMERCE

Division of Public Utilities

On Mon, Aug 26, 2024 at 8:59 AM jeff hauser <jeffhauser4@gmail.com> wrote:

From Jeff Hauser. I submitted a complaint a month ago about utility lines resting on my roof. My J.J. Gallardo from Century Link once again left me a message saying all was repaired. The Utility lines are still wearing into my shingle. Nothing has changed. My roof has been damaged. My home insurance has said they will cancel my coverage if the lines remain in contact with my roof. I guess my next move is to file a formal complaint.
Jeff Hauser 801 391 1907

On Mon, Aug 5, 2024 at 5:12 PM Gwen Flores <gflores@utah.gov> wrote:

Dear Mr. Hauser,

Below is the response our office received from CenturyLink. Please feel free to reach out to the regulatory case manager JJ Gallardo if you have questions or concerns. Below is the contact information for JJ Gallardo.

If you are not satisfied with their response you may want to file a formal complaint. Please see the attached information below. I will email Centurylink regarding your concerns and also notify them that the issue has not been resolved as of yet.

JJ Gallardo
Regulatory Case Manager
Customer Advocacy Group
720 387-3242
jj.gallardo@lumen.com

From: Customer Advocacy (PUC)
To: gflores@utah.gov
Aug 1, 2024

Good afternoon, Gwen,

I confirmed that a technician was sent out and removed the CenturyLink line on July 29th. Mr. Hauser acknowledged today that the line had been taken down to his satisfaction.

Please let me know if you have any questions.

Thank you,

JJ Gallardo
Regulatory Case Manager
Customer Advocacy Group
720 387-3242
jj.gallardo@lumen.com

Gwen Flores
Utah Division of Public Utilities



**UTAH DEPARTMENT
OF COMMERCE**
Division of Public Utilities

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Jeff H.

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Jeff H.

9/26/24, 1:41 PM

State of Utah Mail - Fwd: Complaint - CenturyLink

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Jeff H.