

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

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Agency Action Regarding the Formal  
Complaint of Jeff S. Hauser against  
CenturyLink and Rocky Mountain Power

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DOCKET NO. 24-2383-01  
ORDER TO SUBMIT COMMENTS

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ISSUED: September 10, 2024

On August 30, 2024, Jeff S. Hauser (“Complainant”) filed separate formal complaints with the Public Service Commission (PSC) against Rocky Mountain Power (RMP) and Qwest Corporation d/b/a CenturyLink QC. The complaints<sup>1</sup> allege that certain utility lines are resting on the roof of Complainant’s garage. In a response to a PSC order, RMP acknowledged ownership of the poles to which said lines are attached, identified various Comcast entities<sup>2</sup> (“Comcast”), among others, as the owner of one or more of the offending lines attached to the RMP poles, and represented that said lines are attached to the RMP poles pursuant to an agreement between it and Comcast, among others. RMP further represents that it is “Comcast’s responsibility to ensure [its] lines are attached to the poles sufficiently and adhere to all regulations[,]”<sup>3</sup> and that “in anticipation of the potential request from ... Comcast for RMP to raise its poles,” on September 5, 2024, RMP notified Comcast of “a [completed]

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<sup>1</sup> See Formal Complaint against RMP (<https://pscdocs.utah.gov/electric/24docs/2403544/335202FrmlCmplnt8-30-2024.pdf>) and Formal Complaint against CenturyLink (<https://pscdocs.utah.gov/telecom/24docs/2404905/335202FrmlCmplnt8-30-2024.pdf>).

<sup>2</sup> See Rocky Mountain Power’s Statement at 1, n.2 (<https://pscdocs.utah.gov/electric/24docs/2403544/335395RMPStmnt9-6-2024.pdf>).

<sup>3</sup> *Id.* at 3.

cost estimate to replace the current [RMP] poles with taller poles for ... Comcast to attach [its] lines.”<sup>4</sup>

Accordingly, Comcast shall submit, on or before **Friday, September 13, 2024**, a statement to the PSC addressing whether it owns, leases, maintains, operates, and/or otherwise has anything to do with any of the lines at issue in the complaint, and as shown in Attachment A hereto, and if so, Comcast’s view of any risks to the public associated with the lines, as well as Comcast’s plans to immediately remediate the issue.

DATED at Salt Lake City, Utah, September 10, 2024.

/s/ John E. Delaney  
Presiding Officer

Attest:

/s/ Gary L. Widerburg  
PSC Secretary  
DW#335437

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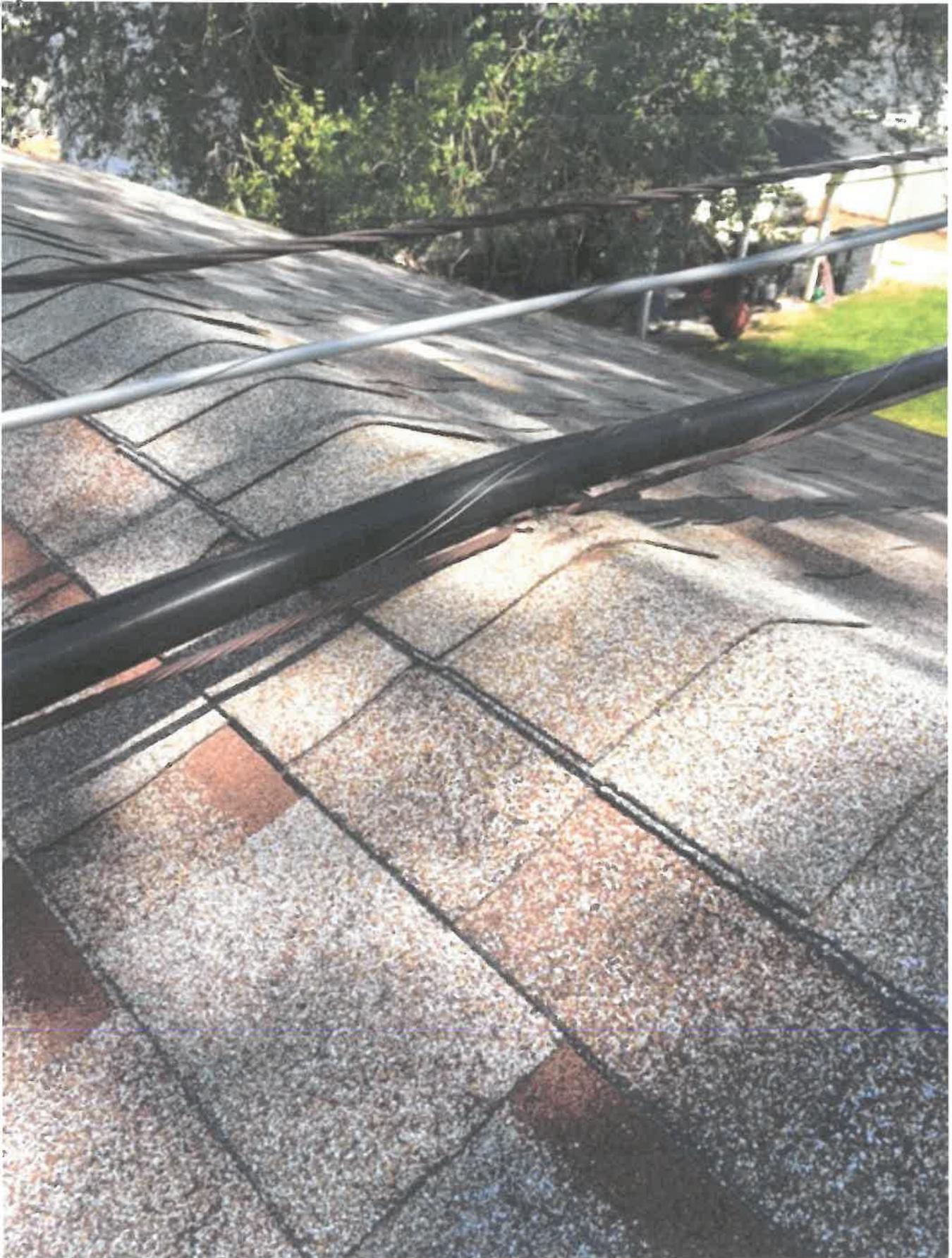
<sup>4</sup> *Id.* at 2.

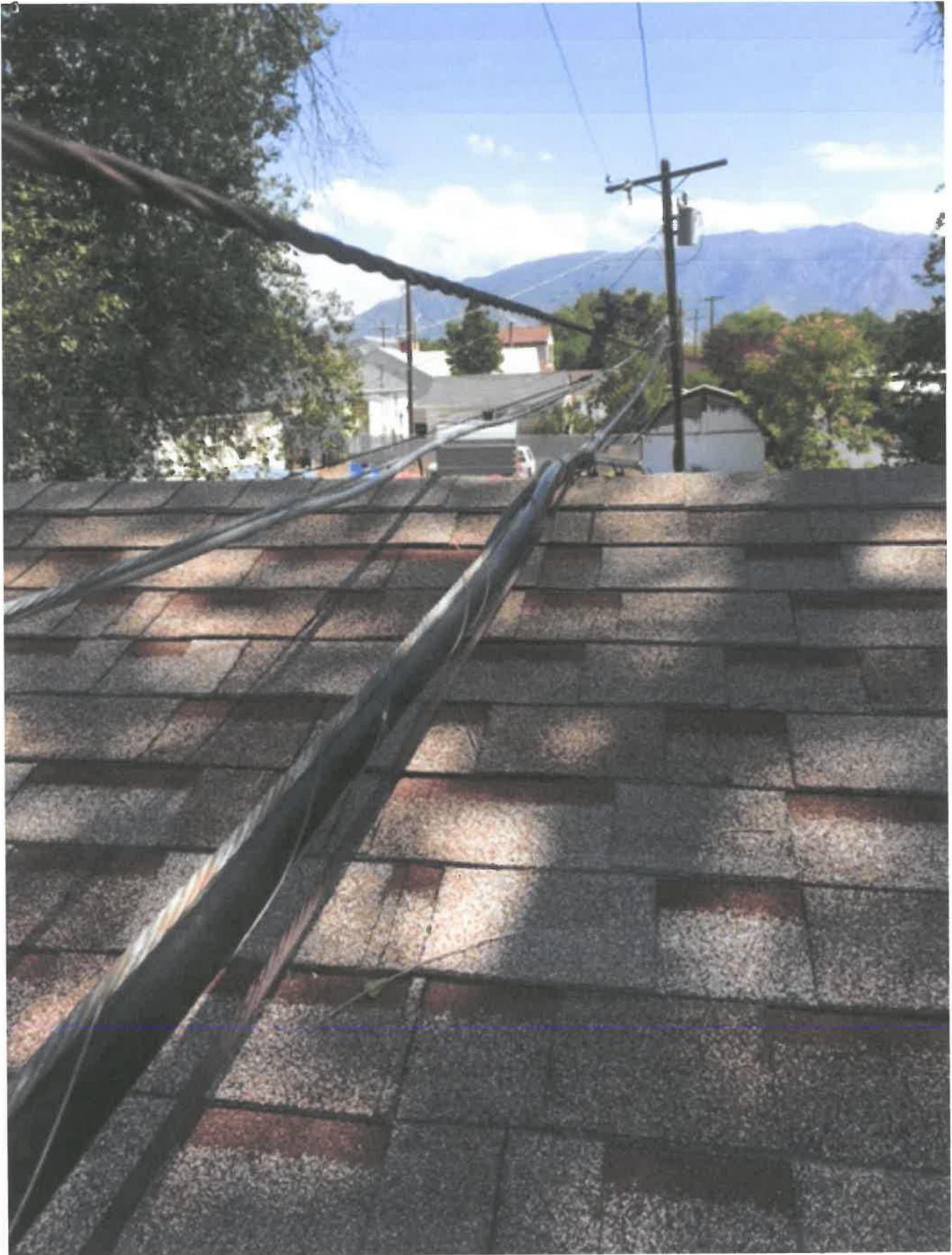
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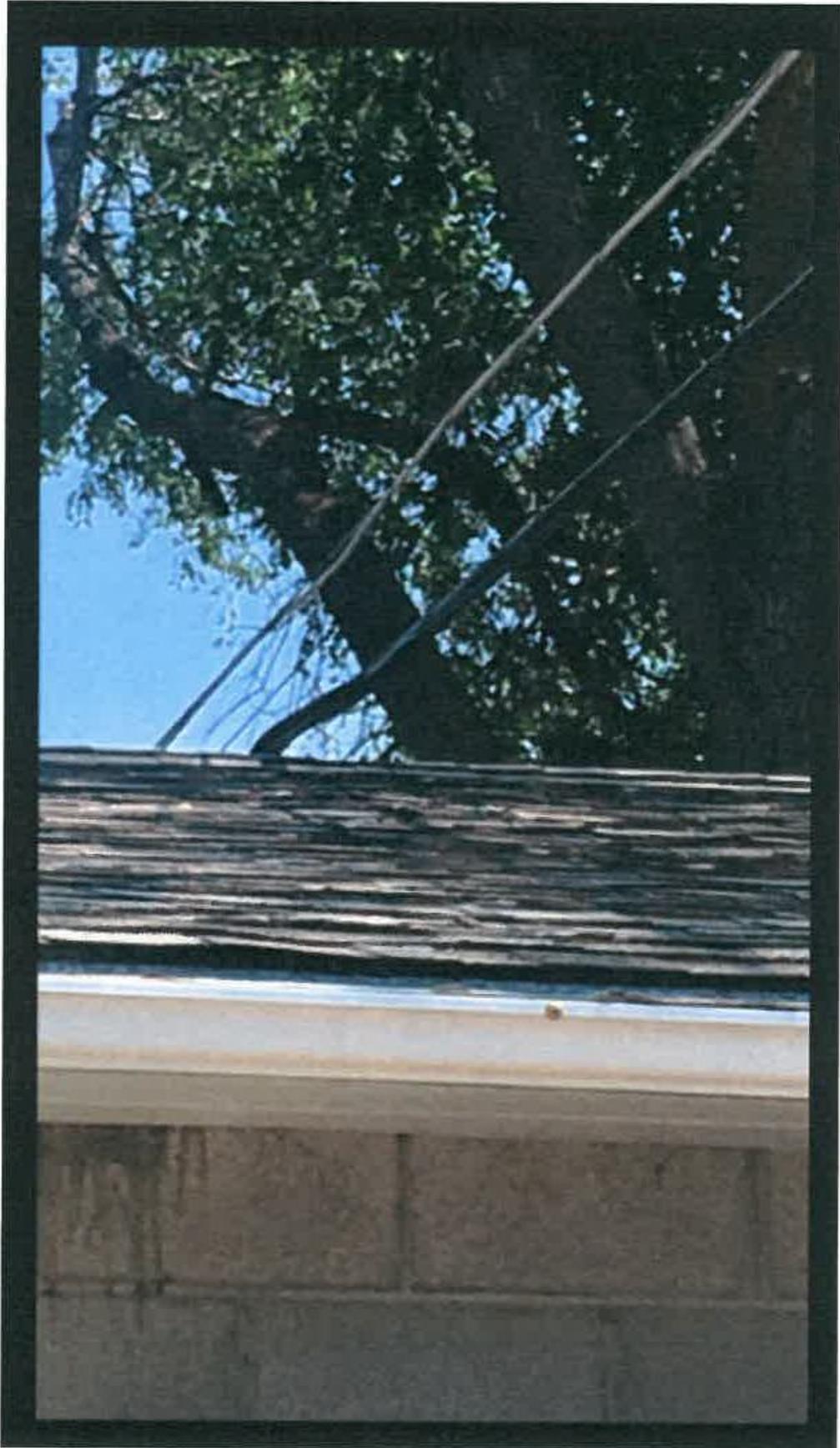
- 3 -

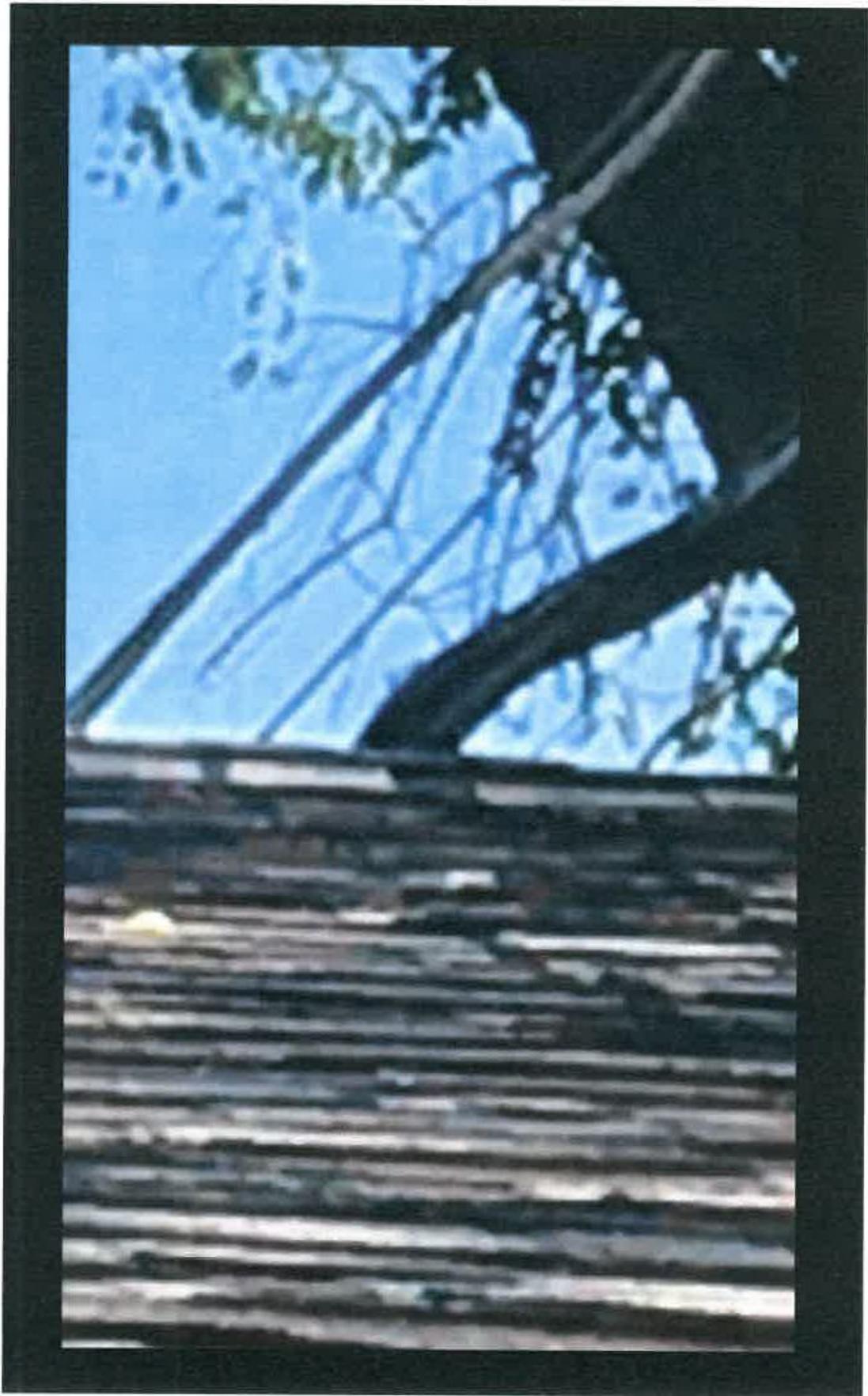
**ATTACHMENT A**













CERTIFICATE OF SERVICE

I CERTIFY that on September 10, 2024, a true and correct copy of the foregoing was delivered upon the following as indicated below:

By Email:

Jeff S. Hauser ([jeffhauser@gmail.com](mailto:jeffhauser@gmail.com))  
Complainant

Carey Roesel ([croesel@inteserra.com](mailto:croesel@inteserra.com))  
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Office of Consumer Services

/s/ Melissa R. Paschal  
Administrative Assistant