



PublicService Commission <psc@utah.gov>

Fwd: UT-Bonica [ref:!00D4102HUz0.!500VW0uXTRD:ref]

1 message

Kami Kennington <kkennington@utah.gov>
To: PublicService Commission <psc@utah.gov>

Wed, Sep 16, 2026 at 8:38 AM

Please note the additional information for informal complaint for Bonica.

**Department of Commerce**
Division of Public Utilities**Kami Kennington**
Office Specialist II
801-530-6678 | kkennington@utah.gov

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

From: **Customer Advocacy (PUC) - Lumen** <uswpuc@lumen.com>
Date: Tue, Sep 15, 2026 at 4:43 PM
Subject: Re: UT-Bonica [ref:!00D4102HUz0.!500VW0uXTRD:ref]
To: kkennington@utah.gov <kkennington@utah.gov>

Good afternoon, Kami,

My apologies. Yes, the ETR was originally September 11, 2026, and has been extended to September 17, 2026. However, it may be extended again due to the severity of the cable failure.

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

----- Original Message -----

From: Kami Kennington [kkennington@utah.gov]
Sent: 9/15/2026, 2:18 PM
To: uswpuc@lumen.com
Subject: Re: UT-Bonica [ref:!00D4102HUz0.!500VW0uXTRD:ref]

Hello JJ,

I hope you are doing well.

I have a question regarding your previous email about the Bonica complaint. You mentioned that the estimated repair date is August 11, 2026. Could you please clarify if that date should be September 11, 2026 instead?

Thank you,



Department of Commerce Division of Public Utilities

Kami Kennington

Office Specialist II

801-530-6678 | kkennington@utah.gov

On Tue, Sep 8, 2026 at 7:18?PM Customer Advocacy (PUC) - Lumen <uswpuc@lumen.com> wrote:

Good evening, Kami,

I am in receipt of the complaint filed by Kay Bonica regarding the out of service concerns. I appreciate the opportunity to respond.

Our records show that the customer reported the service issue on August 12, 2026, as stated in the complaint. The repair was associated with a known outage on August 13, 2026, caused by a severe cable failure. The current estimated time of repair is August 11, 2026; however, this may be extended due to the severity of the cable damage. I will continue to monitor the issue and provide updates as they become available.

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

----- Original Message -----

From: Kami Kennington [kkennington@utah.gov]

Sent: 9/2/2026, 10:18 AM

To: uswpuc@lumen.com

Subject: UT-Bonica

Please note this complaint was called into the division and sent as received.



Department of Commerce Division of Public Utilities

Kami Kennington

Office Specialist II

801-530-6678 | kkennington@utah.gov

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9/16/26, 9:06 AM

State of Utah Mail - Fwd: UT-Bonica [ref:!00D4102HUz0.!500VW0uXTRD:ref]

and any attachments.