BEFORE THE PUBLIC UTILITY COMMISSION

OF OREGON

UM 1908, UM 2206

IN THE MATTER OF
LUMEN TECHNOLOGIES

INTERVENOR'S SUBMISSION REGARDING
WRITTEN TESTIMONY

Intervenor Priscilla Weaver is informed that PUC Staff will submit detailed written testimony in this matter which will include a summary of customer comments and complaints related to this matter, and that the PUC Staff's testimony will attach those comments and complaints to Staff testimony, pursuant to the PUC's Internal Operating Guidelines and consistent with the ,Court's September 29, 2022 Ruling and Memorandum confirming customer participation and comment. Intervenor and other customers have provided extensive written complaints, comments and other written submissions concerning our malfunctioning land lines and Lumen's responses to those outages, particularly customers' experiences with Lumen's outage reporting system and the safety issues arising out of our rural location with no cell towers and inadequate internet on which to place cell calls when our land lines go down.

To avoid unnecessary duplication with the PUC and to assist the Court in examining the evidence supporting the challenged PUC Order, Intervenor limits this submission to a listing of evidence already in consolidated dockets UM 1908 and 2206, including developments since

the entry of the PUC Order entered on September 23, 2022, (Order 22-340) that is the subject of Lumen's appeal.

Evidence originally located in Docket UM 2206 prior to consolidation

11/21/21	Complaint filed by Lumen land line customers Priscilla Weaver and James & Kathy Horner, listing dates and duration of eleven multi-home land line outages in the first eleven months of 2021 near Jacksonville, in an area denoted "Remote Terminal 2900" (RT 2900). The Complaint is Exhibit A to the Staff Report filed December 9, 2021. The same outages are described in the extensive personal record kept by customer Susan Shaffer that is Attachment A to her Comment filed on October 28, 2022. Dates are approximate, since customers only know there is an outage once they try to make a phone call or a neighbor reaches them personally or by email to alert them, and similarly with the dates service is restored. In addition, our evidence is not comprehensive since many customers have no way to call in outages either to Lumen or to their neighbors.
12/9/21	PUC Staff Report dated December 2, 2021, summarizing the facts in the November 21, 2021, Complaint.
1/13/22	Additional multi-day outage reported to PUC as Comment from Priscilla Weaver. Also noted in Shaffer Comment Attachment A, annotations on email dated November 2, 2021.
2/22/22	Customer Jackie Morris Complaint/Comment outlining more outages in an area denoted RT 2600, immediately adjacent to outages reported in November 21, 2021 Complaint in area RT 2900. Typewritten copy of Morris' handwritten report also filed February 22, 2022.
3/14/22	Additional/continuing outage reported by Weaver concerning area RT 2600 (Morris area).
[5/16/22]	[Email from Weaver to PUC Staff Joseph Bartholomew about second day of new outage "To be added to this investigation file." Does not appear to have been placed in Docket UM 2206 but is in PUC files].
9/1/22	Weaver Comment outlining new multi-day malfunctioning land lines, including numerous customers' reports to Weaver about dropped calls, in area RT 2900.

[9/1/22] [Email from customer Jay Jones to puc.consumer@puc.oregon.gov reporting history of outages and current dropped line issue. Does not appear to have been added to Docket UM 2206 but is in PUC files]

[9/6/22] [Email from Weaver to Bartholomew forwarding customer Shaffer's record of attempts to utilize Lumen's ordinary outage reporting system. Does not appear to have been added to Docket UM 2206 but is in PUC files].

9/8/22 Weaver Comment confirmed malfunctioning continues,

9/13/22 Weaver Comment confirming malfunctioning continues in day 14.

9/19/22 Supplement dated 9/18/22 filed to original complaint, including customer Hadden/Sartorio report of their experience trying to use Lumen online outage reporting system. Note original 11/21/21 Complaint is attached to the supplement.

9/23/22 Weaver Comment confirming malfunctioning continues in day 25, with specific customers' failed calls.

9/26/22 Two Weaver Comments reporting additional customers with dropped-call malfunctions.

9/27/22 Weaver Comment reporting additional customer with malfunction.

9/28/22 Weaver Comment forwarding malfunction report from Morris in area RT 2206.

[9/30/22] Customer Stacey Lehnen filed comment with puc.consumer@puc.oregon.gov outlining her experience with Lumen reporting system. Does not appear to have made it into the docket.]

[10/28/22 General individual Comments filed by customers Marion Hadden, William Driver, James Horner, Nina Kiskadden, Chris Beekman, James Kraemer, Kristina Porter & Ben Yohai, Barbara Krack, and Susan Shaffer.

Ms. Hadden's report outlines in detail her efforts to report outages and related repair work and to utilize Lumen's outage reporting system.

Ms. Krack's report details both her outages and her efforts to utilize Lumen's outage reporting system.

Ms. Shaffer's 75-page log of her experience in 2021-22 is the most extensive written testimony customers can provide of both outages and experience with Lumen's reporting system, since we do not have access to Lumen's records.

Evidence filed in Docket UM 1908

10/5/22 Comment filed for customer Candace Stephenson reporting malfunctioning on October 4, 2022, of same type as malfunctions reported August 4-September 28.

10/5/22 Weaver Comment reporting similar malfunctioning for eight additional named customers on October 5, 2022.

11/8/22 Comment filed by customer Susan Konecny reporting dropped calls on November 1, 2022.

11/17/22 General comment filed by customer Suzi Given on her experience with Lumen.

11/17/22 General comment filed by customers Laurie Wenzel and James Curtis re their experience. Note they also filed a comment on February 17, 2022, in UM 2206., a comment referenced in the Commission's Order No. 22-422 entered October 28, 2022, modifying Order No. 22-340, and that summarizes in detail the history of Lumen's failure to provide "safe, adequate, and reasonably continuous" land line service since at least 2014. Note: Customers Wenzel and Curtis do not live within the 97530 zip code, which it is my understanding is the only area covered by Order 22-340, so their comments may have to await the broader investigation in the parallel statewide investigation in UM 1908.

Respectfully submitted,

Priscilla Weaver

Dated: November 23, 2022

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