

RECEIVED

JUL 10 1998

Dear PUC Commissioner:

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

We do not have basic telephone service in our area. As I write this letter my mothers phone has been out for 2 days. This is a constant and on going problem with the phones in this area. She has also had numerous 911 calls that were said to have been made from her phone. She has not made any of these calls but the sheriff has to come out and check them out. My mother is 87 years old and lives alone and to be awakened in the middle of the night by someone pounding on the door is just about more than her heart can take. She thought someone was trying to break into her house.

In the past year my phone has been out of order perhaps 20 to 30 times. I finally wrote a letter to the PUC and had some of my neighbors sign it. After I sent this letter I got a phone call from US West. After some discussion about the quality of the line and the service I was told by US West that their only obligation to me was to provide a telephone line to my residence. According to them it didn't make a difference if I could hear over it due to static or if it worked: as long as they provided a line that was the best that I could expect from them.

After that I started calling US West whenever there was noise on their line or other problems. This amounted to me calling them nearly every day to complain about the service. This did not go on for very long before they (US West) came out and changed my phone line. They took our neighbors relatively good line away from him and gave him our problem line. That would be like going to the neighbor's and taking his tractor when our tractor breaks down. Since they did that my phone has been much better and my computer will work, also with this new line I have caller ID which I couldn't have with the old line and my phone has only been out of order 3 or 4 times in the past few months. I am relatively pleased with my phone now but my neighbor has all the problems that I used to have. This is not the way to fix the problem!

There are around 25 phones in this area that are similar to mine. They are all on a system that was built in the 1960's called anaconda. They don't make parts for this system any more so the repairs are done with parts from old systems that have been torn out of other places. In essence junk!

Since all of these phones in the area are basically the same it is only a matter of time until we have a disaster (fire, farm accident, medical emergency) and the phones will be out of order!

You will also find enclosed a letter that I sent to you about a year ago today. I don't have copies of the original but I had I believe 6 or 7 different neighbors signatures and would have had more had they been home when I went around.

Maybe the solution to the problem should be a forced sale of the Aberdeen area for US West for I am sure the next owner will take better care of his customers.

Concerned,

Linda Brooks

Dale Brooks

Dale and Linda Brooks

36830 130th St

Mina, SD 57462

RECEIVED

JUL 18 1998

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Dear Public Utilities Commissioner

This letter is in regards to U S West and our wonderful experiences. These experiences are not all together unpleasant but you may consider them to be frustrating and starting to become damn annoying!!! We are on the end of the Aberdeen extension. Meaning that we are about 15 miles west of Aberdeen. Let me tell you that it is not anyplace that you would want to live as far as phone service is concerned. Let me start with today July 17, 1997. I get to the computer with my cup of coffee and hit the connect button on the internet connection. I get connected at 7200 bps which tells me that there is noise on the line or something is wrong with the phone line. It normally connects at 57,600 bps. Needless to say I was disconnected within 3 minutes. Next step call U S West. This is the third time this week. Forth time this month. Four times last month. These are the ones that I keep track of on the calendar for there may be some calls that I have forgotten to write down. Next step call the South Dakota Public Utilities Commission to register a complaint. Next step sit down and start pounding out a letter. While pounding out this letter U S West calls and ask me if I am having trouble with my line. I begin to tell her that it sounds pretty good right now and I get the do you have a cordless phone on the line? to which I reply yes and she begins to tell me that was probably the problem. I start to tell her that this is an ongoing problem and the phone line goes dead. Now I sit and wait for her to call back. She does and I pick up the phone (not the cordless) and get a click and a dial tone. Phone rings again I pick it up and ask her "how is that for problems" and she asks if she should get someone out here today I told her that would probably be an OK idea. This is getting to be an all to common experience. Not only are we not able to use our internet services a good share of the time we are unable to use the caller ID service as well. This is something that we were looking forward to using so much that we went out and paid 70 dollars for the special box that you need only to find out that this service is not available to us out here. I wish U S West would tell there phone service peddlers not to call and try and sell us a service that is not even able to work on our lines out here. Well I guess you are getting an understanding as to what it is we are going through out here. I am going to take this letter around to some of the neighbors that are going through the same experiences and have them sign it also. I must say that we are concerned as to whether our phones are going to be working that one time when we really need it like medical or fire emergencies.

Concerned,

Dale Brooks
36830 130th St.
Mina, SD 57462-5701

South Dakota Public Utilities Commission
WEEKLY FILINGS

For the Period of July 10, 1998 through July 16, 1998

- TC98-129** Complaint by Dale and Linda Brooks vs USWC. Lack of and poor telephone service in the Mina, South Dakota area. The complainants request the following relief: "The P.U.C. should get on U S WEST and not allow any rate increases until we have the same services that are available to residents of Aberdeen."
Staff Analyst: Leni Healy Staff Attorney: Ethan Meaney
Date Filed: July 10, 1998
Intervention Deadline: NA
- TC98-130** Complaint by Denise Broveak vs USWC. "I am writing this as President of the Elk Ridge Home Owners Association. Our subdivision consists of 56 lots and in 1993 the U S WEST engineer for our area noted that there were only 20+ pairs (cable) available to our development. The engineer was told that the lots were selling quickly and something needed to be done to correct the shortage. The tragedy is as follows: James Van't Land and his family have moved to Elk Ridge - June 22nd. Early April of this year, they were issued 3 phone numbers for 3 lines to be installed upon arrival 6/22/98. As of today, they have no service (July 8) and were issued 1 cell phone on July 3rd to carry them over. James' business line is not active and he is struggling with his job as a result. They receive no help from U S WEST." The complainant requests the following relief: "U S WEST has known for several years of this problem and have done nothing to prepare. Now, the Van't Lands are suffering from their lack of telephone access. Another family will soon be moving here (also needing a business line) and they are out of luck also. We need a multiplexer or more cable! Van't Lands deserve compensation or credit for inconvenience!"
Staff Analyst: Leni Healy Staff Attorney: Ethan Meaney
Date Filed: July 8, 1998
Intervention Deadline: NA
- TC98-131** Application by Main Street Telephone Company for a Certificate of Authority to operate as a telecommunications company within the state of South Dakota. "Applicant seeks authority to offer a full range of "1+" interexchange telecommunications services on a resale basis. Specifically, Applicant seeks authority to provide MTS, out-WATS, in-WATS, and Calling Card services. Applicant does not intend to provide operator services, 900 or 700 services."
Staff Analyst: David Jacobson Staff Attorney: Karen Cremer
Date Filed: July 14, 1998
Intervention Deadline: July 31, 1998
- TC98-132** Complaint by Wilson Enterprises, Inc vs U S WEST. "We are being served by old, antiquated telephone equipment. U S WEST has us on an "anaconda" phone system due to a lack of physical pairs of wires. With this system, we are unable to use or

access any digital services, including Caller ID." Complainant requests the following relief: "Require U S WEST to provide newer, fast, more reliable and digital service to the phone numbers associated with our main number 605-574-2684."
Staff Analyst: Leni Healy Staff Attorney: Camron Hooseck
Date Filed: July 13, 1998
Intervention Deadline: NA

- TC98-133** Complaint by Marian C. Brooks vs USWC. "We have had phone problems for years" in the Mina, South Dakota area. The complainant requests the following relief: "You know the answer to that better than I do."
Staff Analyst: Leni Healy Staff Attorney: Ethan Meaney
Date Filed: July 15, 1998
Intervention Deadline: NA
- EL98-019** Complaint by Rob Thorson vs Northwestern Public Service Company (NWPS). Complainant alleges that his appliances and equipment were damaged by a power surge caused when NWPS severed an electrical cable while installing a gas line. Complainant states that he is seeking monetary damages, that the electrical line is still exposed and he is asking the Commission to do all it can to resolve the problem.
Staff Analyst: Bob Knadle Staff Attorney: Camron Hooseck
Date Filed: July 9, 1998
Intervention Deadline: NA

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact Delaine Kolbo within five business days of this filing. Phone: 605-773-3705 Fax: 605-773-3809.

You may receive this listing and other PUC publications via our website or via internet e-mail. You may subscribe to the PUC mailing list at <http://www.state.sd.us/state/executive/puc/puc.htm>

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE COMPLAINT FILED)	ORDER FINDING
BY DALE AND LINDA BROOKS, MINA, SOUTH)	PROBABLE CAUSE
DAKOTA, AGAINST U S WEST)	
COMMUNICATIONS, INC. REGARDING)	TC98-129
UPDATING LINES)	

On July 10, 1998, the Public Utilities Commission (Commission) received a complaint filed by Dale and Linda Brooks, Mina, South Dakota, against U S WEST Communications, Inc. (U S WEST). The complainants stated that they have received "lack of and poor telephone service in the Mina, South Dakota area." The complainants request the following relief: "The P.U.C. should get on U S WEST and not allow any rate increases until we have the same services that are available to residents of Aberdeen."

Pursuant to ARSD 20:10:01:08.01 and 20:10:01:09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On July 23, 1998, at a duly noticed meeting, U S WEST stated that the problem area that the Brooks complained of was scheduled to be updated by October 31, 1998.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-13, including 49-13-1 through 49-13-14, inclusive, and SDCL Chapter 49-31, including 49-31-3, 49-31-7, 49-31-7.1, 49-31-7.2, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, 49-31-38.2, 49-31-38.3, 49-31-60 through 49-31-68, inclusive, and ARSD 20:10:01:07.01 through 20:10:01:15.01, inclusive. The Commission voted unanimously to find probable cause. However, since U S WEST has stated that the facilities that serve the Brooks will be updated this year, the Commission will defer any action on the complaint until October 31, 1998. It is therefore

ORDERED, that pursuant to ARSD 20:10:01:09, the Commission finds that there is probable cause of an unlawful or unreasonable act, rate, practice, or omission. The Commission does not require U S WEST to file its answer in this matter at this time.

Dated at Pierre, South Dakota, this 5th day of August, 1998.

CERTIFICATE OF SERVICE
<small>The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.</small>
By <u><i>Dalaine Krebs</i></u>
Date <u>8/6/98</u>
<small>(OFFICIAL SEAL)</small>

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner

September 9, 1998

William Bullard, Jr., Executive Director
South Dakota Public Utilities Commission
500 East Capitol
Pierre, SD 57501

VIA FACSIMILE - 605-773-3809

Re: Hofer Complaint (TC97-178)
Mina Complaints (TC Nos. 98-124, 98-128, ~~98-129~~, 98-130, 98-133)

Dear Mr. Bullard:

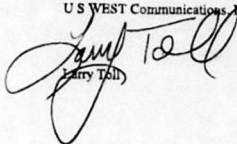
The purpose of this letter is to advise the Commission as to the anticipated completion date of above construction projects and to request that the Commission extend the completion date of the Hofer project accordingly.

U S WEST is currently concentrating on a backlog of repair and installation jobs which occurred as a result of the work stoppage involving U S WEST occupational employees. U S WEST nevertheless anticipates completing the Hofer project by the end of this month and requests that the Commission enter an order establishing a September 30th completion date.

Due to the work stoppage and recovery therefrom, U S WEST does not know whether it be able to complete the Mina Lake project by October 31st. We are working as expeditiously as possible on the Mina Lake project and will keep the Commission advised as to the completion of major project milestones.

Sincerely yours,

U S WEST Communications, Inc.



Larry Toll

U S WEST Communications
125 South Dakota Avenue 8th Floor
Sioux Falls, South Dakota 57194
Phone 605 339-5411
Fax 605 339-5390

Larry W. Toll
Vice President - South Dakota
Public Policy

USWEST

October 15, 1998

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OCT 19 1998

**SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION**

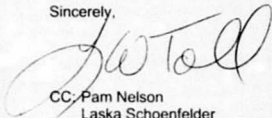
Mr. William Bullard, Executive Director
Public Utilities Commission
State Capitol Building
Pierre, South Dakota 57501

Dear Mr. Bullard:

This letter is to inform the Commission that the Mina Lake project has been completed as of this date. All customers have been cut over to the new system.

If you have any questions, please call me at 605-339-5411.

Sincerely,



CC: Pam Nelson
Laska Schoenfelder
Jim Burg

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED) ORDER CLOSING DOCKET
BY DALE AND LINDA BROOKS, MINA, SOUTH)
DAKOTA, AGAINST U S WEST) TC98-129
COMMUNICATIONS, INC. REGARDING)
UPDATING LINES)

On July 10, 1998, the Public Utilities Commission (Commission) received a complaint filed by Dale and Linda Brooks, Mina, South Dakota, against U S WEST Communications, Inc. (U S WEST). The complainants stated that they have received "lack of and poor telephone service in the Mina, South Dakota area." The complainants request the following relief: "The P.U.C. should get on U S WEST and not allow any rate increases until we have the same services that are available to residents of Aberdeen."

Pursuant to ARSD 20 10 01 08 01 and 20 10 01 09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On July 23, 1998, at a duly noticed meeting, U S WEST stated that the problem area that the Brooks complained of was scheduled to be updated by October 31, 1998. The Commission voted unanimously to find probable cause. As U S WEST stated that the facilities that serve the Brooks will be updated this year, the Commission deferred any action on the complaint until October 31, 1998. By letter dated October 15, 1998, U S WEST informed the Commission that the Mina Lake project had been completed and all the customers were cut over to the new system. At its regularly scheduled November 3, 1998, meeting, the Commission voted to close the docket as the update to the facilities had been completed.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-13, including 49-13-1 through 49-13-14, inclusive, and SDCL Chapter 49-31, including 49-31-3, 49-31-7, 49-31-7.1, 49-31-7.2, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, 49-31-38.2, 49-31-38.3, 49-31-60 through 49-31-68, inclusive, and ARSD 20 10 01 07 01 through 20 10 01 15 01, inclusive. It is therefore

ORDERED, that the docket is hereby closed.

Dated at Pierre, South Dakota, this 9th day of November, 1998.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.

By: William Kado

Date: 11/10/98

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner

U S WEST Communications
125 South Dakota Avenue 8th Floor
Sioux Falls, South Dakota 57194
Phone 605 339-5411
Fax 605 339-5390

Larry W. Toll
Vice President - South Dakota
Public Policy

December 28, 1998

USWEST

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DEC 30 1998

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Mr. William Bullard, Executive Director
Public Utilities Commission
State Capitol Building
Pierre, South Dakota 57501

Dear Mr. Bullard:

This letter will serve as notification to the Commission that the new systems have been installed in the Mina Lake area and all customers served by the new systems have been cut over as of December 23, 1998.

If you have any questions, please call me at 605-339-5411.

Sincerely,

