

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA
500 E Capitol, State Capitol Building, Pierre SD 57501

TC 98-141

RECEIVED

COMPLAINT

AUG 03 1998

Complainant(s): (Persons filing the complaint)		Respondent: (Persons or Company to be served)	
Name	<i>Wayne Blomster</i>	Contact Person	<i>?</i>
Address	<i>37055 128th St.</i>	Company	<i>U.S. West</i>
City, State, Zip	<i>Winton, SD, 57497-5908</i>	Address	
Home Phone	<i>605/225/1605</i>	City, State, Zip	<i>Winton, SD</i>
Work Phone	<i>" 1225/7548</i>	Work Phone	
Cellular Phone	<i>280-1212 or 380-3186</i>	Cellular Phone	
Fax #		Fax #	

If the Complainant is represented by an attorney, please list the attorney's name, address, telephone number and fax number below. (If Complainant is not represented by an attorney, please leave blank.)

These are the facts giving rise to my complaint:

- 1. outdated lines & equipment in our area.*
- 2. because of that, we are unable to make use of full computer services; internet & fax services etc.*
- 3. there is static noise on our lines.*
- 4. we are frequently out of phone service.*
- 5. E-mail service is poor & slow also.*

We attempted recent mtg. in Winton addressing this issue & have told that we are the last complaint in our area to report that we are in the office for the 9th year of the year. We surely need this in Winton. Thank you. Anita & Wayne Blomster.

NOTE: Please attach additional pages, if necessary, to explain your situation. Also enclose copies of any bills or other documents which may pertain to your complaint.

RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following relief. (What do you think the Commission should do to solve this problem?)

Update our outdated lines & service & quality of service. We are in the same pricing tier as other communities throughout the area yet our service is far less than a better service.

NOTE: Please attach any additional pages, if necessary.

VERIFICATION

Complainant's signature must be witnessed by a notary public.

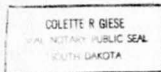
Anita Blomster _____ *7/31/98* _____
Complainant's Signature Date

State of South Dakota)
County of *Edmunds*) SS

On this *31st* day of *July*, 1998.

before me personally came and appeared *Anita Blomster* known to me to be the individual described herein and who executed the foregoing instrument, and who duly acknowledged to me that she executed same for the purpose therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.



Colette R. Giese
Signature of Notary Public

(SEAL)

My commission expires: My Commission expires 1-13-2003

South Dakota Public Utilities Commission

WEEKLY FILINGS

For the Period of July 31, 1998 through August 6, 1998

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.

TELECOMMUNICATIONS

TC98-141 In the Matter of the Complaint filed by Dwayne Blomster, Wetonka, South Dakota, against U S WEST Communications, Inc., regarding Updating Lines

Poor telephone service in the Wetonka, SD area.

Staff Attorney: Karen Cremer
Consumer Representative: Leni Healy
Date Filed: 08/03/98
Intervention Deadline: N/A

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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 DWAYNE BLOMSTER, WETONKA, SOUTH) PROBABLE CAUSE
DAKOTA, AGAINST U S WEST)
COMMUNICATIONS, INC. REGARDING) TC98-141
UPDATING LINES)

On August 3, 1998, the Public Utilities Commission (Commission) received a complaint filed by Dwayne Blomster, Wetonka, South Dakota, against U S WEST Communications, Inc. (U S WEST) regarding updating lines. The complaint alleges: outdated lines and equipment; unable to make use of full computer services; static and noise on the lines; frequently out of phone services; and poor and slow e-mail service. The complainant is asking for updated lines and service as quickly as possible with less trouble and better service.

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 August 18, 1998, at a duly noticed meeting, U S WEST stated that the problem area that Mr. Blomster complained of was scheduled to be updated by the end of the construction season.

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 Mr. Blomster 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 25th day of August, 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	<u>Alicia Kalbe</u>
Date	<u>8/26/98</u>
(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

USWEST

October 15, 1998

RECEIVED

OCT 13 1998

**SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION**

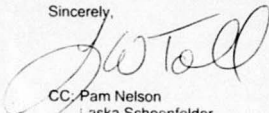
Mr. William Bullard, Executive Director
Public Utilities Commission
State Capitol Building
Pierre, South Dakota 57501

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

*This also includes
TC 98-141 per
Larry Toll.*

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED) ORDER CLOSING DOCKET
BY DWAYNE BLOMSTER, WETONKA, SOUTH)
DAKOTA, AGAINST U S WEST) TC98-141
COMMUNICATIONS, INC. REGARDING)
UPDATING LINES)

On August 3, 1998, the Public Utilities Commission (Commission) received a complaint filed by Dwayne Blomster, Wetonka, South Dakota, against U S WEST Communications, Inc. (U S WEST) regarding updating lines. The complaint alleges: outdated lines and equipment; unable to make use of full computer services; static and noise on the lines; frequently out of phone services; and poor and slow e-mail service. The complainant is asking for updated lines and service as quickly as possible with less trouble and better service.

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 August 18, 1998, at a duly noticed meeting, U S WEST stated that the problem area that Mr. Blomster complained of was scheduled to be updated by the end of the construction season. The Commission voted unanimously to find probable cause. As U S WEST stated that the facilities that serve Mr. Blomster 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 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 Arlene Kalbo

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