

Consumer Complaint Orders - Issued 1999

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA

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| IN THE MATTER OF THE COMPLAINT FILED BY EDWARD PELTZ, HILL CITY, SOUTH DAKOTA, AGAINST U S WEST COMMUNICATIONS, INC. REGARDING POOR SERVICE AND REQUEST TO HAVE LINES UPDATED |))))))) | ORDER FOR AND NOTICE OF HEARING CT99-027 |
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On August 6, 1999, the Public Utilities Commission (Commission) received a complaint filed by Edward Peltz, Hill City, South Dakota (Complainant), against U S WEST Communications, Inc. (U S WEST). The Complainant alleges that his phone does not always work, sometimes only working a few hours per day. U S WEST repairmen have been out on numerous occasions to fix the problem but it continues to re-occur. The clarity is so bad that people cannot understand him. Repair service kept taking the complaints but no one fixed the problem. Phone is still noisy. Complainant requests that "U S WEST be forced to put some good equipment in. I pay just as much for service as the people in cities do. Why shouldn't I get the same good service. My service is lousy just so U S WEST can show a good P & L statement."

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 17, 1999, at a duly noticed meeting, the Complainant presented his problem to the Commission. U S WEST stated that it had not had the time to review the problem yet. The Commission voted unanimously to find probable cause.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL 49- 13-1 through 49-13-14.1, 49-31-3, 49-31-7, 49-31-7.1, 49-31-11, 49-31-60, and 49-31-61, and ARSD 20:10:01:07.01 through 20:10:01:15.01, inclusive, and ARSD Chapter 20:10:33.

A hearing shall be held at 1:00 p.m. (MST), on November 18, 1999, in the Bear e Room at the Ramkota Hotel and Conference Center, 2211 LaCrosse Street, Rapid City, South Dakota. The hearing is open to the public. All persons testifying shall be subject to cross-examination.

The issue at the hearing is whether U S WEST committed an unlawful or unreasonable act, rate, practice or omission, and, if so, what remedy is appropriate.

The hearing shall be an adversary proceeding conducted pursuant to SDCL Chapter 1-26. All parties have the right to be present and to be represented by an attorney. These rights and other due process rights shall be forfeited if not exercised at the hearing. If you or your representative fail to appear at the time and place set for the hearing, the Final Decision will be based solely on the testimony and evidence provided, if any, during the hearing or a Final Decision may be issued by default pursuant to SDCL 1-26-20. After the hearing the Commission will consider all evidence and testimony that was presented at the hearing. The Commission will then enter Findings of Fact, Conclusions of Law, and a Final Decision regarding this matter. As a result of this hearing, the Commission shall determine whether U S WEST committed an unlawful or unreasonable act, rate, practice or omission, and, if so, what remedy is appropriate. The Commission's Final Decision may be appealed by the parties to the state Circuit Court and the state Supreme Court as provided by law. It is therefore

ORDERED, that the hearing shall commence at 1:00 p.m. (MST), on November 18, 1999, in the Bear e Room at the Ramkota Hotel and Conference Center, 2211 LaCrosse Street, Rapid City, South Dakota.

Pursuant to the Americans with Disabilities Act, this hearing is being held in a physically accessible location.

Please contact the Public Utilities Commission at 1-800- 332-1782 at least 48 hours prior to the hearing if you have special needs so arrangements can be made to accommodate you.

Dated at Pierre, South Dakota, this 7th day of October, 1999.

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: _____

Date: _____

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

JAMES A. BURG, Chairman

PAM NELSON, Commissioner

LASKA SCHOENFELDER, Commissioner

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