

**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 The complaint alleges: outdated lines and equipment; unable to make use of full computer services; static and noise on the lines; frequently out of phone services; and poor and slow e-mail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: <u> Melaine Kalbo </u>
Date: <u> 11/10/98 </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