

Telecommunications Orders - Issued 1999

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED BY BRENT) ORDER
AND DAWN BARTON, MINA, SOUTH DAKOTA,) CLOSING
AGAINST U S WEST COMMUNICATIONS, INC.) DOCKET
REGARDING UPDATING LINES)

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TC98-137
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On July 24, 1998, the Public Utilities Commission (Commission) received a complaint filed by Brent and Dawn Barton, Mina, South Dakota (Complainants), against U S WEST Communications, Inc. (U S WEST). The Complainants state: "We have lived in this area for 14 years and had problems for several years . . . we don't have a phone for 2-3 days at a time. [W]hen the phone is working, there's so much static you can't hear the person talking." The complainants requested the following relief: "U S WEST needs to put in new phone lines. Also, to be compensated for the many years of problems with our phone lines, by the phone company."

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 4, 1998, at a duly noticed meeting, U S WEST stated that the problem area that the Complainants 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 Complainants 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. A regularly scheduled November 3, 1998, meeting, the Commission deferred this matter until Commission Staff confirmed with the Complainants how they wanted to proceed with their damages claim. A regularly scheduled November 25, 1998, meeting, Commission Staff reported that the Complainants wanted to proceed with the damages portion of their complaint. The Commission ordered that U S WEST file its answer to the complaint within 20 days. U S WEST filed its Answer to the complaint on December 28, 1998. On January 11, 1999, the Commission received a letter from the Complainants asking that their request for damages be withdrawn. A regularly scheduled meeting of January 26, 1999, the Commission voted unanimously to close the docket.

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 3rd day of February, 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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