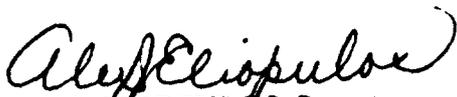


Royce Kellick, President
August 21, 1991
Page 2

only advise on procedure, which can be accomplished without your
representatives incurring unnecessary travel expense by contacting me or
David Lucero.

Yours very truly,


ALEX J. ELIOPULOS, Secretary

AJE/ph
xc David Lucero

WYOMING PUBLIC SERVICE COMMISSION

FCC GENERAL DOCKET 93-252

**OMNIBUS BUDGET RECONCILIATION ACT OF 1993
AMENDMENTS TO THE COMMUNICATIONS ACT OF
1934**

**PETITION TO MAINTAIN EXISTING
REGULATORY OVERSIGHT**

EXHIBIT #10

11/7/86 DW
Date Staff
Jim Arner
Person
Rock Springs, WY
Address
382 5663
Telephone

Problem

Understood there was a rate
inc. recently. Diff. rates-
diff. areas.

Resolution

Rush will send tariff.
Explained CPE removal.
Provide service.

COMMUNICATIONS
RECEIVED
NOV 10 1986
COMMUNICATIONS

UTILITY COMPLAINTS

November

1992

Problem

Resolution

<p>10/13/92 BC/BB Charles Charpentier Communications Electronics Corp. Evanston, WY 82931</p>	<p>He alleges that he fails to receive adequate service from Commercial Communications when he tries to use his RCC radiotelephone. Commercial Communications refuses to bill his home carrier in Arizona; this has resulted in billing delays which has cut off his service. If PSC cannot whip its franchisees into line then PSC should get out of the regulation business and allow the free market to take over.</p>	<p>Chapman called Commercial Communications and sent copy of letter to Commercial Communications for response. Chapman wrote to Mr. Charpentier acknowledging receipt of his letter. Chapman will discuss complaint with Bocox.</p>
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UTILITY COMPLAINTS

Alternative Operator Services

June 1994

Problem

Resolution

<p>Cellular One 5/13/94 FS Tyser, Dennis 1109 Curtis Laramie, WY 82070 307-745-8421 Home Ph. 307-760-0584 Work Ph.</p>	<p>Has been discussing changing from US WEST Cellular to Cellular One. He has not signed to switch yet; he needs clarification on some areas. Signed credit info sheet. He has been added to Cellular One. He is being double billed.</p>	<p>Smith contacted Jennifer Cook/Cellular One re: complaint.; matter being investigated.</p>
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UTILITY COMPLAINTS

Alternative Operator Services

March 1994

Problem

Resolution

<p>CELLULAR ONE 3-17-94 BC Walter, Sharon 1151 Kaycee Place Cheyenne, WY 82009 307-635-7063 Home Ph. 772-2124 US Attorney</p>	<p>She purchased cellular phones as Christmas gifts for her son and her daughter. Cellular One has been sending the bill for both services to her daughter. Son is not receiving his separately. Daughter is paying for her phone charges; son refuses to pay his unless he receives his own bill. Daughter lives in Cheyenne, WY; son lives in West Cliff, CO. Cellular One says must complete new sub-agreement before can bill separately.</p>	<p>Chapman called David Estes/Cellular One re: complaint. He will investigate and report to PSC.</p>
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UTILITY COMPLAINTS

Cellular Inc. d/b/a Commnet

April

1992

Problem

Resolution

<p>1/29/92 AE/BC/MK Inter-Mountain Agency, Inc. P.O. Box 1111 Rock Springs, WY 82901 (307) 362-2243</p>	<p>George Zebre, President, wrote to FCC regarding service and billing problems with Commnet. FCC forwarded complaint to PSC.</p>	<p>Eliopoulos received FCC's letter; Chapman wrote memo to Commission and staff.</p>
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UTILITY COMPLAINTS

Cellular, Inc.

May

1992

Problem

Resolution

<p>2/28/92 DW/AE John Anselmi 1630 Elk Street Rock Springs, WY 82901</p>	<p>Rates vary; some customers are charged monthly access of \$39.95, others \$29.95 or \$19.95. Why does he pay \$39.95?</p>	<p>Walker and Eliopoulos contacted Joy Robertson/Cellular Inc. Faxed copies. She will investigate and contact PSC and Mr. Anselmi.</p>
--	--	--

Cellular One
~~Pacific Power & Light Company~~

UTILITY COMPLAINTS

June

1992

Problem

Resolution

12/3/91 BC/AE Sandy Jordan Pines Lodge P.O. Box 100 Buffalo, WY 82834 (307) 680-8129	Their cellular system is through Cellular One. From May through August '91, they had lots of static on line. Cellular One finally fixed and said they would reimburse Pines Lodge. To date, no reimbursement has been received. Last few months, customers calling cannot get through; reach a recording. They are losing customers. She has stopped paying Cellular's bills; bills are adding up. Other people in area experiencing same problems.	Chapman requested that she write letter to PSC. PSC will investigate.
---	---	---

UTILITY COMPLAINTS

MCII General Partnership

June 1994

Problem

Resolution

<p>6/10/94 BC Crain, Loren L&T Fabrication & Constr, Inc 10656 Highway 59, Box 2845 Gillette, WY 82717-2845 307-686-5050 Work Ph.</p>	<p>Mr. Crain's Company "Voice Mail Box" service with Cellular One was disconnected on claims that he was not a paid subscriber. He is a paid subscriber. His rate plans have changed since initial service, 1991, but some changes have not been made by the company. This resulted in Mr. Crain's Company not being charged for the "Voice Mail Box". He is also not happy about incurring service charges on his bill.</p>	<p>Chapman wrote to MCII General Partnership requesting investigation and findings on the complaint. She also wrote to Mr. Crain acknowledging his faxed complaint.</p>
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Rule Radiophone
Utility Company

TELEPHONE COMPLAINTS

June
Month

1987
Year

Finalized

6/3/87 JJ
Date Staff
James Weaver
Person
Cheyenne, Wyo
Address
635-7704
Telephone No.

Problem

Interference with TV.
Keep Identity secret.

Resolution

Told him Rule's neighbor
had no TV. Told him to
call Rule for assistance.

UTILITY COMPLAINTS

Pacific Northwest Cellular

April

1993

Problem

Resolution

4/19/93 MK Donald M. Greer 1300 East A St. Casper, WY 82601 (307) 265-1212 or (307) 267-0695	Dr. Greer has had problems with his cellular service since Cellular One installed new equipment in Casper.	Korber sent a copy of Dr. Greer's letter to PNCl and to Bruce Asay, Attorney for PNCl. They are to investigate and report.
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UTILITY COMPLAINTS

Pacific Northwest Cellular, Inc.

May 1994

Problem

Resolution

4/14/94 FS Walker, Sharon Cheyenne, WY 82001 307-772-2124 Home Ph.	She bought cellular phones for her son and daughter for Christmas '93. She signed her own name on both applications. Children were supposed to sign agreements to place service in their own names. Daughter is receiving bill or both phones. Son refusing to pay unless he receives his own bill.	Previous complaint; children were sent credit appl. to complete and return. Daughter returned her appl. Smith spoke with Dave Espy/Cellular One Re: complaint; asked him to pursue complaint with vigor and provide the service as is should be doing.
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UTILITY COMPLAINTS

Union Telephone Company,

June 1994

Problem

Resolution

<p>1/18/94 BC/MK Maxon, George PO Box 97 241 N. Main Ft. Bridger, WY 82933 307-782-3729 Home Ph.</p>	<p>On Oct 26th, he chose MCI as his long distance carrier (Equal Access). Union Tel. Co. did not recognize until Jan 24th. Union Tel. blocks calls and will not give him access out on overseas calls and on interstate calls. Union Tel. told him MCI was blocking. He notified MCI and MCI checked their systems twice; no blocks by MCI.</p>	<p>Chapman referred complaint to Korber for processing. Korber will call Mr. Maxon.</p>
<p>4/26/94 AE Skinner, Dusty L. PO Box 462 Afton, WY 83110</p>	<p>UTC's cellular service operation is interfering in the valley with mobile telephone service operated by Alfred Radio. UTC has been contacted re: this problem. From the response given to this problem by UTC, he would like to express his desire that the Afton Exchange be sold to Silver Star!</p>	<p>Eliopoulos wrote to Woody/Union Tel. Co. requesting response to complaint reflecting what steps have been taken to minimize the radio interference.</p>

UTILITY COMPLAINTS

Union Telephone Company

September

1992

Problem

Resolution

<p>8/31/92 MW Andrew L. Breffeth P.O. Box 2578 Jackson Hole, WY 83001 The Wyoming Balloon Company P.O. Box 2578 Jackson Hole, WY 83001 (307) 739-0900</p>	<p>Business has had summer seasonal cellular service with Union Telephone Company for two years. Could not save his telephone number when he discontinued service for the winter months. Now, his office misplaced one bill for less than \$200. Received a seven day disconnect notice; payment sent same day. Disconnect notice took the better part of a week to reach them. Disconnection occurred the following day!</p>	<p>Williams wrote to Union Telephone Company regarding complaint; Williams also wrote to complainant acknowledging receipt of his letter and informing him that the matter was being investigated.</p>
<p>9/24/92 MS/TW Larry Gunther Box 100 Neola, UT 84053 (801) 353-4213</p>	<p>He experienced problems in getting through to his sick mother. When he finally reached her, the line went dead. He is very dissatisfied with Union's service.</p>	<p>Stacy referred complaint to Williams for processing. Williams contacted Rea Peterson/Utah PSC and referred complaint to appropriate Commission.</p>

Problem

Resolution

3/15 BC/DW
Date Staff
Mr. Glen Conrad
Person
Amoco Production
Address
Evanston, WY 82930
Telephone No. 783-2110

Amoco has several cellular phones utilizing service of Union Tel. Co. Somehow one of the billings was lost and never reached Amoco. Union Tel. Co. disconnected service of that cellular phone without notice prior to disconnection. Amoco has been considering adding several more cellular phones. Due to safety factor involved, Amoco would not consider using Union Tel. Co. if disconnection occurs without notice. Union Tel. Co. wants Amoco to pay one month in advance to avoid such situations. Amoco does not operate in this manner. What does law state regarding this matter?

Chapman put Walker on phone to discuss matter. Walker will investigate and call Mr. Conrad back.

Date Staff
Person
Address
Telephone No.

Date Staff
Person
Address
Telephone No.

Date Staff
Person
Address
Telephone No.

UTILITY COMPLAINTS

US WEST Communications

January 1994

Problem

Resolution

<p>1/20/94 FS Emmett, Terry 1408 Gopp Court Cheyenne, WY 82007 307-637-2801 Home ph.</p>	<p>Objects to USWC's application for a rate increase.</p>	<p>Smith received complaint call and discussed the matter with complainant.</p>
<p>10/5/93 JJ Gonzales, Suzanne Lander, WY 307-332-9388 Home ph.</p>	<p>Her ex-husband is billing phone calls carried by various carriers to her telephone number. USWC is threatening to disconnect her service on 10-7-93. She states she has paid for all of her calls and service.</p>	<p>Jacquot called USWC re: complaint. USWC is investigation and will report.</p>
<p>1/24/94 BC Hill, Modesta 248 Holmes Evansville, WY 82601 307-237-5004 Home ph.</p>	<p>She moved to Evansville, WY one year ago. Just lately, she has been receiving harassing phone calls. She reported this to USWC. USWC told her that she could dial *57 and trace the calls, however, when she dialed *57, it disconnected. USWC has told her that she can change her phone number or request Caller ID which costs \$6/mo. Does not want to change number or have Caller ID.</p>	<p>Chapman discussed matter with her; suggested obtaining case number from local Police Dept. and giving to USWC's Security Depart. for future tracing of calls. Chapman referred her to Gallegos/USWC. Chapman called USWC and left message for Gallegos.</p>
<p>1/25/94 FS Hyndman, Craig Worland Turf & Irrigation Worland, WY 307-347-4637 Home ph. 307-375-3305 Work ph.</p>	<p>Due to his work locations, he must use mobile radiophones. For two years, he has had problems using the radiophones. He needs continuous reliable service at all times as some of his crews are in very remote areas.</p>	<p>Smith contacted Gallegos/USWC re: matter. Gallegos reported that the problem appears to be in Hyndman's equipment. Gallegos reports that he knows that his equipment is at fault. Gallegos will attempt to contact him again as he is not returning her calls. Smith unable to contact Hyndman also.</p>
<p>1/3/94 JJ/FS Keyfauver, A.L. 6609 Yellowstone Rd. Cheyenne, WY 82007 307-632-5224 Home ph.</p>	<p>Included in his USWC bill were charges by Zero Plus for collect calls made from the Laramie County Jail. He did not receive nor accept these calls. Knows no one in jail. No one else in household accepted calls. Have no answering machine. Did receive a series of one ring calls during the first week of November.</p>	<p>Jacquot took complaint; referred to Smith. Smith contacted Gallegos/USWC and Sue Williams/Teltrust re: charges. Gallegos reported that he can contest the billing. If carrier sustains, USWC will remove from its bill and he can deal with Zero Plus directly.</p>
<p>7/21/93 AE Killian, Wayne S. PO Box 536 Kemmerer, WY 83101</p>	<p>He and wife, Judy, are new residents of South Pomeroy: Lupine Lane, Gate #500. He is writing in reference to G.O. No. 67; desperately need phone service.</p>	<p>Eliopulos wrote to Gonzales/USWC requesting investigation and report.</p>
<p>1/24/94 FS Lendell, Marilyn 1010 Kearney Laramie, WY 82070 307-745-3216 Home ph.</p>	<p>Marilyn has gone through a divorce; her name was Lendell-Hustler. She now wants to drop "Hustler" from her name. She contacted USWC; USWC said it will cost her \$10.90 to do this. She thinks this is unfair.</p>	<p>Smith contacted Gallegos/USWC re: matter. Gallegos will investigate and report findings.</p>

UTILITY COMPLAINTS

U S WEST Communications

January 1994

Problem

Resolution

<p>1/25/94 BC/AE Moulton, Jim L. PO Box 40 Glenrock, WY 82637</p>	<p>He recently moved to WY; has previously worked for 24 years for a large telephone company, not USWC. He has also worked for US West Communications. He described his experiences with deregulation and consolidation; along with his concerns for the future.</p>	<p>Chapman wrote to Mr. Moulton acknowledging receipt of his letter and thanking him for sharing his experiences and concerns with PSC. Chapman gave the letter to Eliopoulos.</p>
<p>7/21/93 AE Poletti-Domek, Patricia PO Box 534 Kemmerer, WY 83101</p>	<p>On 5/13/91, signed a work order to cover provision of telephone service to their home in Pomeroy Basin on Co. Rd. #306. Job was surveyed and staked. Others in valley also signed for service. During summer '92, USWC said job was delayed due to budget restrictions. It is now July '93; USWC has not contacted them yet. Cellular phone bills are high. They want service.</p>	<p>Eliopoulos wrote to Gonzales/USWC requesting investigation and report.</p>
<p>1/3/94 FS Reid, Bill Worland, WY 307-347-4637 Home ph. 307-375-3305 Work ph.</p>	<p>Due to his work locations, he must use mobile radiophones. He has been having problems with them for two years. He cannot have continuous reliable service. He needs good service all of the time as some his crews work in very remote areas.</p>	<p>Smith will contact Gallegos/USWC re: complaint seeking resolution.</p>
<p>1/21/94 BC Rose, Doug 6509 Armont Ct. Cheyenne, WY 82009 307-634-5039 Home ph. Landon, Stephanie 300 E. Prosser #82 Cheyenne, WY 82001</p>	<p>His daughter just moved to a location south of town. Her son has had four open heart surgeries. They need a phone. USWC apparently will not provide telephone service because its lines in the area are deteriorating. His daughter works for USWC.</p>	<p>Chapman referred him to Darlene Gallegos/USWC. Chapman called USWC; left message for Gallegos.</p>
<p>1/11/94 FS Sanders, Susan PO Box 265 Hulett, WY 82720</p>	<p>She requested phone service in June '92; she was put on indefinite hold. Recently checked again on status; still on indefinite hold. She can get two party service with her neighbor but will have to run a 1/4 mile service station line. Needs help.</p>	<p>Smith contacted Gallegos/USWC re: complaint; faxed letter to USWC. Gallegos investigated and reported findings in writing. Smith wrote to Ms. Sanders re: findings: USWC has a shortage of main feeder facilities in its south route out of Hulett; cost to provide service now would be \$316,000.</p>
<p>1/27/94 BC Scherer, Kathleen 7119 Ketcham Rd. Cheyenne, WY 82009 307-638-0048 Home ph.</p>	<p>Built a new home; on 12/30/93, sent USWC a \$337.50 check for rural extension phone service. Three other neighbors with new homes have told her that they did not have to pay the rural extension charge to get their phone service. Why?</p>	<p>Chapman referred her to Gallegos/USWC. Chapman called USWC; left message for Gallegos.</p>
<p>1/27/94 BC US West Comm. Employees Various Cheyenne, WY</p>	<p>US West Communication employees are sending letters to PSC thanking for PSC's support of USWC consumers and employees. Request an immediate investigation into USWC's plans to move its customer service employees to mega centers in other states.</p>	<p>Chapman referred letters to Eliopoulos for processing.</p>

UTILITY COMPLAINTS

U S WES Communications

July

1993

Problem

Resolution

<p>7/8/93 FS Sharon Johnson Fire No. 767 Thermopolis, WY (307) 864-2444</p>	<p>They feed cattle and need a telephone. USWC says cannot provide service until November '93.</p>	<p>Smith contacted Gallegos/USWC regarding complaint. Gallegos spoke with complainant and informed of options: Cellular phone service; or customer service line. Complainant is currently trying cellular phone service; to inform USWC whether decides to stay with cellular or go to a customer service line.</p>
<p>7/13/93 BC Greg Hayward 1008 Curtis Laramie, WY 82070 (307) 745-8829</p>	<p>Previous complainant who could not obtain phone service in rural area until October '93. He has read in a Denver newspaper that Colorado PUC has approved a subsidized cellular program in Ft. Collins area wherein USWC must provide an applicant with cellular service if USWC cannot immediately provide a direct line. Does Wyoming have same program? If not, Wyoming should have.</p>	<p>Chapman explained that Wyoming did not have this program; also discussed rate base. Chapman told him that she would refer his remarks to staff working on GO 67.</p>
<p>7/8/93 BC/FS Elbert O. Sowerwine, Jr. Sowerwine Consultants Wapiti, WY 82450</p>	<p>Residences, businesses and payphones in his area were without USWC telephone service on July 4th! They called USWC Repair Service in Denver, CO and were told that repairs could not be made on a holiday! Other utilities make repairs on holidays! Life threatening! Needs to be controlled locally, not by Colorado!</p>	<p>Chapman referred letter of complaint to Smith for processing.</p>
<p>7/9/93 FS Edwin Owens 240 S.E. Green River, WY (307) 875-3800</p>	<p>Customer requested that USWC move the telephone line so he could build a garage. USWC moved the line and charged him \$81! It is not his line, he should not have to pay.</p>	<p>Smith contacted Gallegos/USWC and requested investigation. Gallegos will investigate and report to PSC.</p>
<p>7/9/93 IW Peggy Rounds Wild West Travel 1101 Main Street Evanston, WY 82930 (307) 789-5750 or (800) 526-9429</p>	<p>Business requires smooth phone service; computer system totally dependent upon phone lines. On 7/8/93, computers and long distance service were out of service for over an hour. On 7/9/93, unable to use computers at all! When long distance calls are made, calls are cut off.</p>	<p>Williams contacted Gallegos/USWC regarding matter. Gallegos will investigate and report to PSC.</p>

UTILITY COMPLAINTS

U S WEST Communications

October

1992

Problem

Resolution

<p>2/14/92 MK Jim Anderson P.O. Box 790 Buffalo, WY 82834 (307) 684-7876</p>	<p>Area residents are requesting service from USWC. They all live approximately 25-30 miles west of Buffalo in the Big Horn Canyon. They are located within USWC's certificated area but they are outside of the Buffalo Exchange boundary so the Rural Network Assessment does not apply. USWC told them it would cost a hundred thousand dollars for provision of service.</p>	<p>Korber delivered a copy of residents' letter and map to Gallegos/USWC and requested that she research and report back to the Commission as to the facilities in area shown and the options available to the residents.</p>
<p>8/6/92 BC Joyce E. Fuller 801 Fullerton Ave. Buffalo, WY 82834 (307) 684-9201</p>	<p>She attempted to make a telephone call and was unable to get a dial tone. After 20 minutes she gave up and drove to where she wanted to call. USWC's representative told her that when this happens, she should disconnect her other three phones from jack to clear her line. She is 68 years old. If fire, she would have to go to basement to disconnect, then upstairs to disconnect, so she could call. If she breaks a hip, she will have to drag herself down and up stairs!</p>	<p>Chapman contacted Gallegos/USWC regarding complaint. Gallegos states many such complaints may be registered as a news article, "Improvements Long Overdue" appeared in local paper regarding telephone service. Gallegos will investigate matter and report to PSC.</p>
<p>8/12/92 DB/BC/AE Teton County Commissioners P.O. Box 1727 Jackson, WY 83001 (307) 733-4430</p>	<p>The County Commissioners are concerned with the delay many residents are facing when they want new phone service. This includes moves and new residents. They would like to know what can be done to fix the problem.</p>	<p>Black will contact Gallegos/USWC about the complaint.</p>
<p>8/12/92 AE Rule Radiophone Service, Inc. 2232 Del Range Blvd. Cheyenne, WY 82009</p>	<p>Rule Radiophone requests an order preventing USWC from discriminating against Rule by disconnecting Rule's service as expanded to accommodate its customers' needs; and directing USWC to amend its tariff provisions to permit Rule and other paging services to provide "voice mail-type" service under U S WEST's common carrier tariff instead of under its answering service tariff as moved by U S WEST.</p>	<p>An Order was issued directing U S WEST to answer or satisfy formal complaint and directing continuation of service pending resolution of formal complaint.</p>
<p>8/17/92 FS Roy Powers 411 Highland Ave. Sheridan, WY 82801 (307) 672-8813</p>	<p>Customer is building a new home N.W. of Dayton off County Road 112. He requested telephone service from USWC for the new house in July of 1992. While MDU was trenching for power cable, he asked USWC to place telephone cable in same trench. USWC could not do it. He was advised that he would not get service until June of 1993. Wants to know what can be done.</p>	<p>Smith contacted Gallegos/USWC. She will investigate and report.</p>

UTILITY COMPLAINTS

U S WEST Communications

February

1992

Problem

Resolution

<p>2/20/92 BC Ms. Kimberly Foster 50339 WCR 130 Grover, CO 80729 (303) 381-1388</p>	<p>Their property is located on Road 130, 1/2 mile East of Road 99 in Grover, CO. They have a cellular phone; their bill comes out of Wyoming. Colorado PUC refuses to acknowledge them as a Colorado customer. They moved house onto property; moved in 8/25/91. Called USWC 9/1/91 requesting service. USWC employee came out and said they would have to wait until 1/1/92 for phone service. They have heard nothing since.</p>	<p>Chapman inquired as to why they were not filing complaint with Colorado PUC. Chapman referred her to Gallegos/USWC. Chapman called Gallegos/USWC regarding matter.</p>
<p>2/20/92 BC Ms. Connie Stowers 2756-6 Sinks Canyon Lander, WY 82520 (307) 332-6331</p>	<p>They obtained their current telephone number in August 1991; number previously belonged to a family by name of Washakie (John, Bonnie & Tonya). She keeps receiving calls for this family!</p>	<p>Chapman explained that probably only alternative would be to obtain a different telephone number and referred her to Gallegos/USWC. Chapman called USWC for Gallegos.</p>
<p>2/24/92 DW Ms. Virginia Johnson 1474 Sybille Road Wheatland, WY (307) 322-3206</p>	<p>Owens a rental house in Wheatland; previous renter (nephew) left \$300 bill. She paid it. She wants to establish phone service in Wheatland again for new renter; keeps getting the "run around" from USWC.</p>	<p>Walker contacted Gallegos/USWC who took order; service to be established 2/26/92.</p>
<p>2/24/92 BC Ms. Jennifer Lazarus #5 Clearview Court, Apt. A P.O. Box 1784 Gillette, WY 82717 (307) 686-2152</p>	<p>They obtained service at current address in September 1991; never received a bill. They called USWC; were reassured the bills had been sent and were told not to send any money until they received bill. Service was disconnected in January 1992; called USWC. USWC reconnected; said it was USWC's fault. They finally received their first bill yesterday = \$287. They cannot pay all at once; wanted payment arrangements. USWC said needs to pay quickly or service will be disconnected.</p>	<p>Chapman referred her to Gallegos/USWC. Chapman will call Gallegos regarding matter.</p>

Problem

Resolution

9/10 BC
Date Staff
Mr. Eric Dent
Person
236 Manewal Rd.
Address
Cheyenne, WY.
Telephone No. 778-8676-B

He utilizes USWC's mobile telephone service. He has experienced problems with service on a number of occasions. USWC tells him the problem is with his set. He also utilizes another mobile telephony service and it works great. The problem is not with his set.

Darlene Gallegos/USWC reported that USWC had conducted a test; took Mr. Dent's phone number, put it on a mobile phone and made calls both incoming and outgoing. First test was done in Denver, second in Cheyenne. USWC experienced no problems. Mr. Dent also uses Rule Radio Phone. Darlene explained that RCC's work on different frequencies than USWC and having different posting formats. Mr. Dent told Darlene that he has made appointment to take his equipment to have it looked at.

9/10 BC
Date Staff
Ms. Wendy Pheasant
Person
Box 366; 571 Reno Rd.
Address
Kaycee, WY
Telephone No. 738-2543

Pheasants live in an area where there are no phones; currently have a radio phone. Placed an order for phone service. USWC told them cost would be \$375 with installation on 9-28-90. Two months later, USWC said due to USWC's expense, installation would be in the Spring and since Pheasants had had previous phone service, Pheasants would have no cost. Now USWC says cost will be \$10,000 unless Pheasants can get others to go in with them and divide the cost. No contract has been signed and no money has been paid by Pheasants.

Darlene Gallegos/USWC spoke with Ms. Pheasant on 9-12-20. Ms. Pheasant may have been quoted \$375 but there are no notations that USWC told her she did not have to pay anything. When USWC measured and calculated the cost to provide service, it was discovered that Pheasant was 8 miles away from the nearest existing phone service. USWC's total cost to provide service would be \$50,823. If 3 people applied, her cost would drop to \$3,000. It would take 5 orders to drop to a vicinity of \$400. Ms. Pheasant states this is too expensive and her radio system is adequate.

9/13 DW/FS
Date Staff
Mr. Russ Asbell
Person
P. O. Box 2846
Address
Jackson, WY
Telephone No. 733-2105

He is moving from Jackson to Rafter J, 1885 West American Brant Road, Walden Pond Twin Homes. Home has never had service. USWC quoted \$440 plus \$60 plus \$500 for provision of service. He thinks this is too high. Many homes in area already have service.

Walker explained Rural Network Assessment charge of \$375 OBRA first service connection. Referred to Gallegos/USWC for explanation of charges. Walker assigned complaint to F.Smith/PSC. Darlene Gallegos called with breakdown of charges which were explained to Mr. Asbell. He was satisfied with explanation.

U S West Communications
Utility Company

UTILITY COMPLAINTS

September
Month

1990
Year

Problem

Resolution

9/27 DW
Date Staff
Mrs. Merl Allen
Person
300 Rancher St.
Address
Jackson, WY
Telephone No. 733-8279

Experiencing noise and radio on phone;
also noise and problem in long distance
dialing.

Walker contacted Gallegos/USWC re: matter. USWC has sent repairmen, however, when USWC tries to locate problem on line, it has no luck. Repairman changed speed dial timing to help dial; also changed line pairs. USWC is of opinion that one phone is acting as radio; when USWC disconnected it, the radio went off. Customer decided to try linebacker plus telephone to see if phone is problem. Walker contacted Gallegos/USWC for arrangements.

Date Staff

Person

Address

Telephone No.

Date Staff

Person

Address

Telephone No.

Date Staff

Person

Address

Mt. Bell & S West Communications
Utility Company

UTILITY COMPLAINTS

October
Month

1988
Year

Problem

Resolution

9/1 BC
Jate Staff
Meton Science School
Person
Box 68
Address
Kelly, WY
Telephone No.

Have number of lines coming into school.
Had one employee who moved & their line
was given to someone else in area because
of shortage of lines in area. It is
vital that another line be given to the
incoming employee.

School on Park Service land. Park Service
doesn't seem to want USWC to bury more cable.
Mr. Gathercole reserved the line from an
outgoing teacher, but didn't tell utility this
was what he'd done. Want to put line in new
building. Mr. Gathercole had to make arrange-
ments to bury line. Utility finds him very
difficult with which to deal.

1/14 BC
Jate Staff
Debra Hankinson
Person
823 Highlight Rd.
Address
Light, WY
Telephone No. 464-0816

Upset because neighbor can listen to their
telephone conversation on CB. So how
much can they hear behind closed doors?
Found out when neighbor children told
theirs. Feel like nightly entertainment
to neighborhood.

Utility looked at carrier providing service.
Removed bridge taps. Checked cable for shield
continuity. Changed channel unit.
Mrs. Hankinson was asked to "keep her ears open"
to see if these changes resolved problem.

1/23 BC
Jate Staff
Mary Erlenbusch
Person
420 S. Missouri
Address
Asper, WY
Telephone No. 234-0424

Calls appeared on her bill - billed from
her residence to 976 prefix #. She
called to have a block put on her line.
Was told she had to go through PSC on
block.

To block 976 calls, all codes in country would
have to be blocked. Can't do this as children
have grandmother in California. Realizes one
of children or friends are making calls.
AT&T had referred her to PSC about blocking
calls. (?) AT&T says she was referred to local
carrier

1/19 BC
Jate Staff
Don Blake
Blake Financial Services
Person
101 Henderson-Suite C
Address
Cheyenne, WY
Telephone No. 632-2507

Moved office & requested service change.
Expected phones to be moved that day.
Wasn't done that morning & when checked
with office dispatcher said didn't know
when it would be installed.

Arrangements had been made, but dispatcher was
ill & they were short handed. Phones were
installed shortly after he'd talked with
Ellen Thompson. Later Mr. Blake called to
speak with service representative about two
directory calls on his bill. Calls were
removed from bill. Still wanted to talk

Mountain Bell
Utility Company

UTILITY COMPLAINTS

August
Month

1988
Year

Problem

Resolution

5/3 DW
Date Staff
Mrs. Wendy Pheasant
Person
Box 366
Address
Kaycee, WY
Telephone No.

Lives in remote area & has only the
use of mobile phone. Wants help to
locate other source of communication.
Heard of BETRS. Also contacted
Senator Perry.

Mountain Bell sent information about BETRS,
But too expansive for one family. Don't know
of any other at this time.

6/20 DW
Date Staff
Byron Swann
Person
3801 Frontier St.
Address
Cheyenne, WY
Telephone No.

Feels that the quoted construction charges
for phone service to 1122 Otto Road
are excessive. Temporary service across
his property to Mrs. Mary Guffy is
still temporary two years later.

Mr. Swann was given three options for the
construction to his property. The figures
were checked by our engineer & found to be
consistent with Bell's computations.

7/11 DL
Date Staff
Gerald Weed
Person
2295 Pennsylv. Drive
Address
Green River, WY
Telephone No. 875-7439

Mt. Bell laid line across his yard six
weeks ago to neighbors. Wants it buried.
Called Cheyenne & Denver. Cut wire left
in yard after son cut it. Cut Sunday.
Repaired Monday.

Called Ellen Thompson. She is checking on it.
Work in neighbor's yard taking place now.
Finished by Wednesday of next week. Bell
unable to get Mr. Weed at above number.

7/19 DW/AE
Date Staff
Jan Murray
Person
Address
Cheyenne, WY
Telephone No. 755-4453
778-3654

X wife of Mike Mangum continues to place
name as responsible party for bills.
Runs up bill leaving Mike to pay. Can
the utilities legally do that?

Alex requests letter for presentation to Com-
mission. Advised letter to other utility
also. Requested to have answer from US West.
Send information to Utilities Regulatory
Commission in other states, where woman is
"operating." May get legal help for
non-utility billings.

UTILITY COMPLAINTS

Wyoming 2 - Sheridan Limited

May 1994

Problem

Resolution

5/19/94 Will, Don Cellular One Sheridan, WY	BC/MK	Don Will and Brian Romaine/Cellular One are experiencing difficulties with the Sheridan Planning Commission. They want to relocate their cellular phone site and the Sheridan Planning Commission is insisting on a relatively lengthy zoning process. Since Cellular One is regulated by PSC, they are requesting our assistance.	Chapman transferred call to Korber for processing.
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WYOMING PUBLIC SERVICE COMMISSION

FCC GENERAL DOCKET 93-252

**OMNIBUS BUDGET RECONCILIATION ACT OF 1993
AMENDMENTS TO THE COMMUNICATIONS ACT OF
1934**

**PETITION TO MAINTAIN EXISTING
REGULATORY OVERSIGHT**

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FCC MAIL ROOM

EXHIBIT #11

Wyoming Statutes 1977

TITLE 37 Public Utilities

Chap.

1. General Provisions, §§ 37-1-101 to 37-1-103.
2. Public Service Commission, §§ 37-2-101 to 37-2-221.
3. Rates, Interchange of Services and Safety Regulations, §§ 37-3-101 to 37-3-114.
4. Transmitting Utility Act, §§ 37-4-101 to 37-4-104.
5. Wyoming Natural Gas Pipeline Authority, §§ 37-5-101 to 37-5-106.
6. Securities Issued by Gas and Electric Corporations, §§ 37-6-101 to 37-6-107.
7. Power Districts, §§ 37-7-101 to 37-7-311.
8. Motor Carriers, §§ 37-8-101 to 37-8-518.
9. Railroads, §§ 37-9-101 to 37-9-802.
10. Railroad and Public Highway Crossings, §§ 37-10-101 to 37-10-105.
11. Common Carriers by Air, §§ 37-11-101 to 37-11-103.
12. Crimes, Offenses and Civil Liabilities, §§ 37-12-101 to 37-12-213.
13. Local Improvement Districts, §§ 37-13-101 to 37-13-137.

Am. Jur. 2d and ALR references. — 64 Am. Jur. 2d Public Utilities § 1 et seq.

Right-of-way for electric line, correlative rights of dominant and servient owners in, 6 ALR2d 205.

Right of public utility to discontinue line or branch on ground that it is unprofitable, 10 ALR2d 1121.

Special requirements of consumer as giving rise to implied contract by public utility to furnish particular amount of electricity, gas, or water, 13 ALR2d 1233.

Validity of public utility anti-strike laws and regulations, 22 ALR2d 894.

Amount of compensation of attorney for services as to public utility holding company reorganization in absence of contract or statute fixing amount, 56 ALR2d 107; 57 ALR3d 475.

Liability of public utility to abutting owner for destruction or injury of trees in or near highway or street, 64 ALR2d 866.

Compensation or damages for condemning a public utility plant, 68 ALR2d 392.

Validity of contract between public utilities other than carriers, dividing territory and customers, 70 ALR2d 1326.

Constitutionality of state legislation to reimburse public utilities for cost of relocating their facilities because of highway construction, conditioned upon federal reimbursement of state under terms of Federal-Aid Highway Act [23 U.S.C. § 123], 75 ALR2d 419.

Electric generating plant or transformer station as nuisance, 4 ALR3d 902.

Liability of owner or operator of premises for injury to meter reader or similar employee of public service corporation coming to premises in course of duties, 28 ALR3d 1344.

Propriety of injunctive relief against diversion of water by municipal corporation or public utility, 42 ALR3d 426.

Electricity, gas, or water furnished by public utility as "goods" within provisions of Uniform Commercial Code, Article 2 on Sales, 48 ALR3d 1060.

Racial or religious discrimination in furnishing of public utilities, services or facilities, 53 ALR3d 1027.

Charitable contributions by public utility as part of operating expense, 59 ALR3d 941.

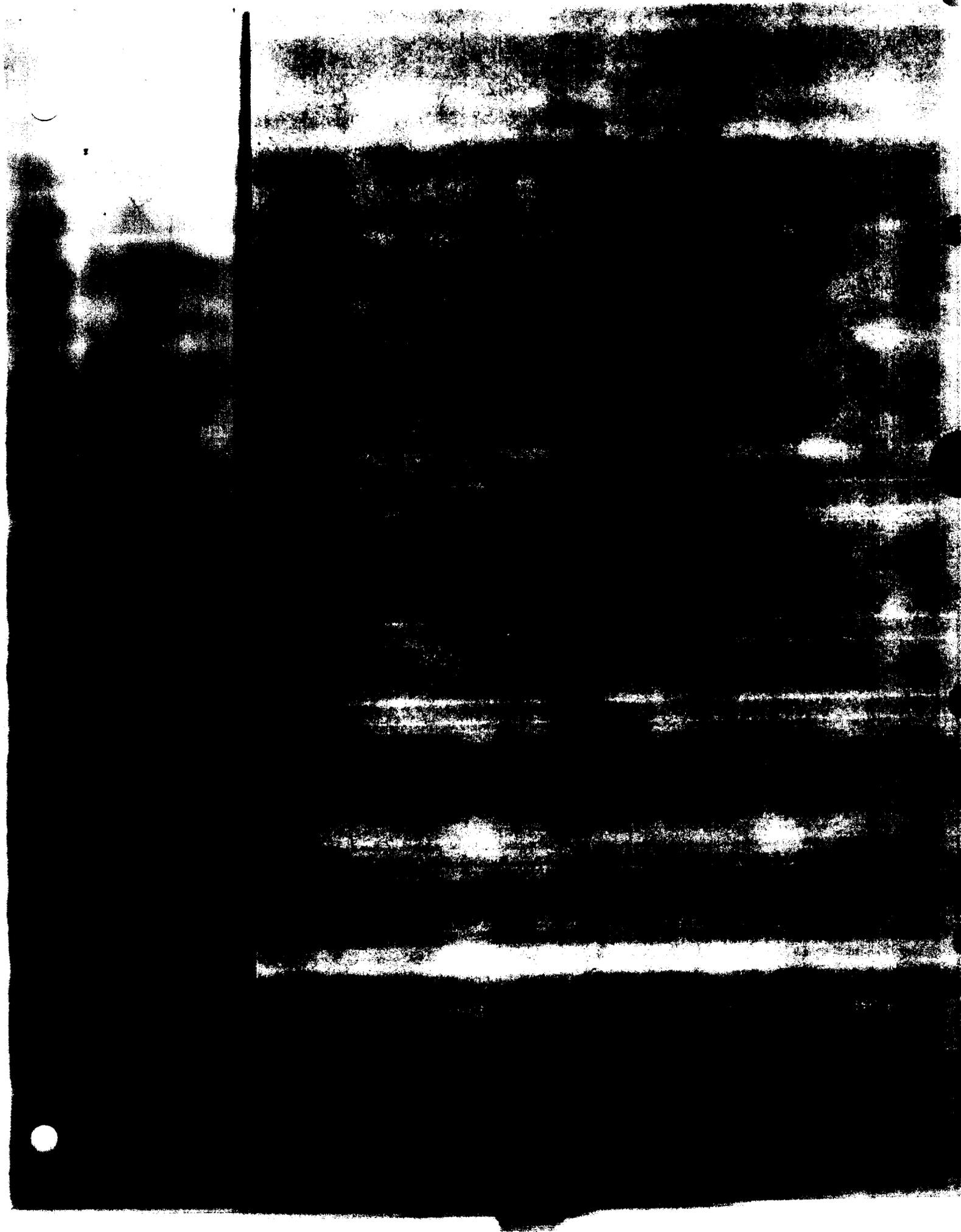
Validity of zoning ordinance deferring residential development until establishment of public services in area, 63 ALR3d 1184.

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OPEN RECORDS



CHAPTER 1

General Provisions

Sec.

37-1-101. Definitions generally.

37-1-102. "Rate" and "service regulation" defined.

Sec.

37-1-103. Assessment of interstate public utilities generally.

§ 37-1-101. Definitions generally.

(a) As used in this chapter:

(i) "Commission" means [the] public service commission of Wyoming, which is created and established by this chapter;

(ii) "Commissioner" means any one of the members of the Wyoming public service commission;

(iii) "Municipality" when used in this chapter shall mean and include any town, village, city, county or other political subdivision of this state;

(iv) "Municipal council" means and includes the city council, common council, board of aldermen, the board of selectmen, the board of trustees, the city commission or any other governing body of any political subdivision of the state;

(v) "Person" means and includes individuals, associations of individuals, firms, partnerships, companies, corporations, their lessees, trustees, or receivers, appointed by any court whatsoever in the singular number, as well as the plural;

(vi) "Public utility" means and includes every person that owns, operates, leases, controls, or has power to operate, lease or control:

(A) Any plant, property or facility for the transportation or conveyance to or for the public of passengers or property for hire, except taxicabs operating solely in cities and towns;

(B) Any plant, property or facility for the transmission to or for the public of telephone messages, for the conveyance or transmission to or for the public of telegraph messages, or for the furnishing of facilities to or for the public for the transmission of intelligence by electricity;

(C) Any plant, property or facility for the generation, transmission, distribution, sale or furnishing to or for the public of electricity for light, heat or power, including any conduits, ducts or other devices, materials, apparatus or property for containing, holding or carrying conductors used or to be used for the transmission of electricity for light, heat or power;

(D) Any plant, property or facility for the manufacture, distribution, sale or furnishing to or for the public of natural or manufactured gas for lights, heat or power;

(E) Any plant, property or facility for the supply, storage, distribution or furnishing to or for the public of water for manufacturing, municipal, agriculture or domestic uses, except and

excluding any such plant, property or facility owned by a municipality;

(F) Any plant, property or facility for the production, transmission, conveyance, delivery or furnishing to or for the public of steam or any other substance for heat or power;

(G) Any plant, property or equipment for the transportation or conveyance to or for the public of oil or gas by pipeline, or any plant, property, or equipment, used for the purpose of transporting, selling or furnishing natural gas to any consumer or consumers within the state of Wyoming for industrial, commercial or residential use, except any such plant, property or equipment used for any of the following purposes is exempted from this and all other provisions of this chapter to the extent of such use:

(I) For the transportation or sale of natural gas within or between oil and gas fields or potential oil and gas fields for residential, commercial, industrial or other use reasonably necessary in the exploration, development or operation of the field;

(II) For drilling, producing, repressuring, or other oil or gas field operations;

(III) For operation of natural gas processing plants;

(IV) For the sale of natural gas by the producer to a consumer for use in industrial or commercial plants or establishments of any kind or nature;

(H) None of the provisions of this chapter shall apply to interstate commerce except when a regulatory field has not been preempted by the United States government, nor to public utilities owned and operated by a municipality of the state of Wyoming, except as to that portion of such municipally owned and operated public utility, if any, as may extend services outside the corporate limits of such municipality and except that if any municipal utility owns an undivided interest in a facility for the production of electricity which is also partly owned by an agency subject to the jurisdiction of the public service commission, the sale of electricity in excess of the participating municipalities' need is subject to this act; nor to farmers' mutual telephone associations having no capital stock and furnishing service to members of such associations only and without tolls, except as provided in W.S. 37-31 [§ 37-2-205], nor to mutual water companies or associations having no capital stock and furnishing water service to members of such companies or associations only, and without charges other than assessments of members to reimburse such companies or associations for expenses incurred in their establishment or operation; nor to the generation, transmission or distribution of electricity, or to the manufacture or distribution of gas, or to the furnishing or distribution of water, nor to the production, delivery or furnishing of steam or any other substance, by a producer or other person, for the sole use of such producer or other person, or for the use of tenants of such producer or other person and not for sale to others. Such exemptions shall not apply

OPEN RECORDS

to metered or other direct sales of a utility commodity by such producer or other person to his tenants. The provisions of chapter 4, title 37, Wyoming Statutes 1957 [chapter 6 of this title], relating to the issuance and sale of securities shall not apply to any gas pipeline corporation making direct sales to Wyoming consumers in interstate commerce and not for resale;

(J) The term "public utility" shall mean and include two (2) or more public utilities rendering joint service;

(K) Any person furnishing coal, water or other raw materials to an electric power company shall not by this fact alone be designated as a public utility. (Laws 1915, ch. 146, § 1; 1917, ch. 74, § 1; C.S. 1920, § 5453; Laws 1925, ch. 150, § 1; R.S. 1931, § 94-101; C.S. 1945, § 64-101; Laws 1955, ch. 154, § 1; W.S. 1957, § 37-1; Laws 1961, ch. 88, § 1; ch. 157, §§ 1, 2; ch. 230, § 1; 1971, ch. 44, §§ 2, 3; ch. 202, § 1; 1973, ch. 243, § 1; 1976, ch. 28, § 2.)

The 1976 amendment inserted the language beginning with "and except that if any municipal utility" and ending with "need is subject to this act" near the middle of the first sentence of paragraph (H) of subdivision (vi).

Meaning of "this chapter". — The words "this chapter" apparently refer to ch. 146, Laws 1915. For disposition of ch. 146, Laws 1915, in this compilation, see Table of Disposition of Acts.

Effective dates. — Section 80, ch. 146, Laws 1915, makes the act effective from and after passage. Approved March 4, 1915.

Section 2, ch. 150, Laws 1925, makes the amendment effective from and after passage. Approved February 27, 1925.

Section 4, ch. 28, Laws 1976, provides that this act is effective immediately upon completion of all acts necessary for a bill to become law as provided by art. 4, § 8, Wyo. Const.

Oil producing company. — Oil producing company, in pursuance of contracts with owners of fee and leaseholds to produce oil from their several properties for them respectively, furnishing electric current, telephone use and transportation in production of oil, did not constitute a "public utility" corporation within Selective Sales Tax Act, § 39-6-401 et seq. State Bd. of Equalization v. Stanolind Oil & Gas Co., 54 Wyo. 521, 94 P.2d 147 (1939).

Mutual companies. — An electrical corporation not organized for gain, having no capital stock, but organized to furnish electricity to its members only is a public utility and liable for 2% excise tax on amount paid to public utilities. Rural Elec. Co. v. State Bd. of Equalization, 57 Wyo. 451, 120 P.2d 741, rehearing denied, 122 P.2d 189 (1942).

"Maintain" and "regulate". — Power of municipality to "maintain" and "regulate"

electric plant must be exercised in the exclusive method prescribed by the statutes. Jensen v. Town of Afton, 59 Wyo. 500, 143 P.2d 190 (1943).

The public utilities laws refer only to intrastate business, rather than interstate business. Continental Pipe Line Co. v. Belle Fourche Pipeline Co., 372 F. Supp. 1333 (D. Wyo. 1974).

Once established that proposed commerce is exclusively interstate, the Wyoming public service commission cannot regulate it in such a manner as to unduly or substantially burden the free flow thereof. Continental Pipe Line Co. v. Belle Fourche Pipeline Co., 372 F. Supp. 1333 (D. Wyo. 1974).

All public utilities in Wyoming are deemed common carriers. Continental Pipe Line Co. v. Belle Fourche Pipeline Co., 372 F. Supp. 1333 (D. Wyo. 1974).

The public in paragraph (a) (vi) (G) means the citizenry or consumers of Wyoming. Continental Pipe Line Co. v. Belle Fourche Pipeline Co., 372 F. Supp. 1333 (D. Wyo. 1974).

Sale of gas to a wholesaler was not "to and for the public use." Phillips Petroleum Co. v. Public Serv. Comm'n, 545 P.2d 1167 (Wyo. 1976).

The public service commission could not assert jurisdiction over a petroleum company upon the basis of the fact that it sold gas to a gas wholesaler as a consumer, where the wholesaler in no manner used, utilized, diminished, destroyed or even converted this gas to any other form, and was not in the contemplation of the word "consumer" as above defined but was a mere purchaser of this gas. Phillips Petroleum Co. v. Public Serv. Comm'n, 545 P.2d 1167 (Wyo. 1976).

The words "consumer" and "public" must be read and construed only in their commercial sense to arrive at the proper decision with