

FILED

APR 19 2016

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Missouri Public
Service Commission

Melody Sue Moss,)
Complainant,)
v.)
Windstream Missouri, Inc.,)
Respondent.)

File No. IC-2015-0286

STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission, and hereby respectfully submits this *Status Report* in the above-captioned matter.

1. On May 5, 2015, Melody Sue Moss filed a complaint against Windstream Missouri, Inc. ("Windstream" or "Company") alleging that she had experienced severe shocks from using her telephone, and that there were exposed wires on the utility pole near her home.

2. On May 6, 2015, the Commission ordered Staff to investigate the complaint and file a report no later than June 19, 2015. Staff filed its status report on June 12, 2015.

3. As explained in Staff's *Memorandum*, attached here and incorporated by reference, Staff investigated the complaint and determined that Windstream did not violate its tariff or any law or rule of the Commission in this matter. Windstream has replaced the existing dry spot in question with a new one equipped with a cover. Staff travelled to the residence to investigate the complaint and found Ms. Moss' service to be in good working condition.

Staff Exhibit No. 1
Date 4-1-16 Reporter ANF
File No. IC-2015-0286¹



WHEREFORE, Staff submits its status report.

Respectfully submitted,

/s/ Marcella L. Mueth

Marcella L. Mueth
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Missouri Bar No. 66098

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CERTIFICATE OF SERVICE

I hereby certify that true and correct copies of the foregoing were served electronically to all counsel of record this 17th day of July, 2015.

/s/ Marcella L. Mueth

MEMORANDUM

To: Official Case File
Case No. IC-2015-0286
Company Name: Windstream Missouri Inc.

From: Myron Couch
Telecommunications Unit

Subject: Staff's investigation and report of this complaint case.

Date: July 17, 2015

/s/ Myron Couch / 07/17/2015
Telecommunications Unit/Date

/s/ Marcella L. Mueth / 07/17/2015
Staff Counsel's Office/Date

Ms. Moss, in her complaint, states that the exposed wiring, a dry spot without a cover, on the pole across the street from her house caused her to experience electrical shocks through her telephone. She was convinced those shocks were severe enough to create a danger to her life. She states that the wiring was uncovered and was acting as a rectifier to change alternating current into direct current, and the resulting current fed into her telephone line causing her to be shocked.

Staff contacted a supervisor with Windstream, Steven Ray Findley, to discover what Windstream had done to satisfy the customer's complaint. Mr. Findley told Staff a technician had visited the customer's residence and replaced the existing Dry Spot with a new one equipped with a cover. A Dry Spot is a single pair terminal strip that permits a connection between a buried cable pair and an aerial drop. They are used in rocky areas where plowing a drop to the house isn't possible. At that time Staff asked Mr. Findley if they had measured Ms. Moss's telephone line to be sure the service was adequate. He said they had measured the line every time they made a visit to her residence. Following that conversation, Staff sent a data request to Mr. Findley asking for those measurements and information about the grounding of her telephone line at her residence. In Mr. Findley's reply to Staff's data request, all the measurements and his description of the grounding indicated they were adequate. In order to confirm the Company's reply to Staff's data requests, Staff decided to make a visit to the customer's location.

Staff travelled to the customer's location on July 9, 2015 to investigate the complaint. Staff observed and tested the grounding of the telephone line and tested the line with the Commission's subscriber test set and found the telephone service to be properly installed and working, at the time of the investigation. Ms. Moss said at that time that Staff would not find anything wrong with her telephone service because the Company's technicians had never found anything wrong when they performed tests on her line.

Ms. Moss asked Staff to specifically investigate her crawl space and the dry spot on a utility pole in her neighbor's front yard. She expressed concern that her inside wire ran on top of the heating ducts. Upon my investigation the Inside Wire was not routed over the heating ducts but was routed directly from the Network Interface Device ("NID") to the two locations in the house where she has her wall telephones. Nevertheless, Ms. Moss stated that she wants her Inside Wire routed on the outside of the house. Ms. Moss understands Inside Wire is owned by the customer and Windstream can charge for installing, moving or repairing Inside Wire. Windstream has provided Ms. Moss with a quote to move her Inside Wiring. Staff understands Ms. Moss originally refused to pay for this work but now Ms. Moss appears willing to pay for this work.

At Ms. Moss's request, Staff also investigated the Dry Spot that was on a utility pole in her neighbor's front yard. Ms. Moss alleges this location is the source of electrical shocks. The Dry Spot was neatly installed with its cover in place. Although Ms. Moss is convinced the Dry Spot is a source of dangerous electric current, Staff is confident there is no reason to believe that it is such. Telephone electrical current is 48 volts of Direct Current with a very little amperage and as such cannot provide a shock to the customer. When ringing current is placed on the line to notify the customer that a call is being made to the customer, the current is 96 volts of alternating current. However, even that ringing current is not sufficient to shock a customer unless they were holding on to the bare wires. Ms. Moss also complains of a constant humming that she hears all the time, whether she is using the telephone or not. She states that this is the result of Electromagnetic Force ("EMF") and the numerous television satellite dishes on her neighbor's houses. She also believes that her telephone is being monitored by some unknown entity and she believes that it is likely the government.

Based on Staff's investigation, Staff believes that Ms. Moss's service is in good working condition. Staff concludes Windstream is not in violation of any Commission rule, statute, or Commission approved tariff. In addition, Staff does not find anything in Ms. Moss's complaint that the Commission can address.

