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Mark David Goss
Chairman

John W. Clay
Commissioner

January 17, 2007

PARTIES OF RECORD

Re: Case No. 2006-00532

Attached is a copy of the memorandum which is being filed in the record of the above-referenced case. If you have any comments you would like to make regarding the contents of the informal conference memorandum, please do so within five days of receipt of this letter. If you have any questions, please contact Amy Dougherty at 502/564-3940, Extension 257.

Sincerely,

A large, stylized handwritten signature in black ink, appearing to read "Beth O'Donnell".


Beth O'Donnell
Executive Director

Attachment

INTRA-AGENCY MEMORANDUM

KENTUCKY PUBLIC SERVICE COMMISSION

TO: Case File

FROM: Amy E. Dougherty, Staff Attorney 

DATE: January 17, 2007

SUBJECT: Case No. 2006-00532

On January 16, 2007, those persons whose names appear on the attached sign-in sheet met to discuss this proceeding. T-Mobile filed a motion to intervene immediately preceding the informal conference. Windstream said that it did not object to T-Mobile's participation in the informal conference.

First, we discussed the time frame involved in the Elizabethtown outage. The switch went down on September 23, 2006. That was a Saturday morning at approximately 9:30 a.m. The switch lost power at 7:30 that morning, but battery-powered backup continued to enable service until 9:30 a.m. Dan Logsdon found out about the outage at 12:30 p.m. and, by 1:21 p.m., he had emailed the first update to PSC Staff. Approximately one to one-and-a-half hours later, Jim Welch, also of the Commission Staff, called Dan Logsdon from the Kentucky Emergency Operations Center.

Windstream had contacted the fire department at 9:30 a.m., when the switch went down. The fire department, according to Windstream, arrived at 10:00 or 10:15 a.m. They pumped water from the Windstream basement from that time until 4:00 or 5:00 p.m. Also, Windstream rented smaller pumps to augment their systems. By 4:00 p.m. or 5:00 p.m. on the afternoon of September 23, there was no longer standing water in the basement of the Windstream facility. The existing pumps were able to handle any water that was coming into the basement at that time.

We then moved to discuss the process that Windstream undertook to decide what corrective measures to implement. The central office had been in place since the 1950s. The rectifier system was already old, so Windstream decided immediately to install a new one. By February, the rectifiers will be relocated to the first floor and the basement of Windstream's facility will house only a backup generator. This backup generator is elevated off of the basement floor. As part of Windstream's response to the outage, the company's chief operations officer, Keith Paglus, flew to Kentucky to see the damage firsthand. Windstream's senior vice president for network operations, Frank Schueneman, also visited Kentucky. Mr. Paglus and Mr. Schueneman both

agreed to the solutions proposed by the local network staff and also agreed to the necessary expenditures.

The sump pumps are alarmed to the network operating center and operated according to design. The pumps were overwhelmed by the record amount of water that occurred and no upgrade is needed for these pumps. Anecdotally, last weekend, January 13 and 14, Elizabethtown received 6 to 8 inches of rain, and the Windstream Elizabethtown basement facility remained dry, though the pumps ran continuously.

It was also noted that there was never any damage to the switch. At the time of the outage, the switch was located on the third floor of Windstream's facilities. The facilities that had to be replaced are the rectifiers. New ones will be in place by March 2007. Currently, Windstream is using rectifiers that are on loan to it from its Missouri operations.

T-Mobile asked about Windstream's process for notifying affected carriers. According to Windstream, it has no legal obligation to notify the carriers and thus waited until the carriers called Windstream about the outage. The individual carriers each have their own network operating centers which would have notified those carriers of their own outages. The senior vice president of regulatory affairs for Windstream, Mike Rhoda, plans to put in place a system for notifying carriers during major outages, according to Dan Logsdon. This will be done through the wholesale group of Windstream. Dan Logsdon agreed to send a letter regarding information on this proposed carrier notification system. This letter should be filed by no later than January 26, 2007.

All agreed that any requests for additional process from either Windstream or T-Mobile would be submitted to the Commission by no later than February 9, 2007. All present at the informal conference agreed that, should no request for a hearing or other additional process be received by that date, this matter would be submitted to the Commission for decision on the record.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CASE NO. 2006-00532

INVESTIGATION INTO THE EMERGENCY PROCEDURES
USED BY WINDSTREAM KENTUCKY EAST IN RESPONSE
TO THE SEPTEMBER 23, 2006 OUTAGE

SIGN IN

January 16, 2007

PERSON

REPRESENTING

Amy Dougherty

PSC

Doug Brent

T-Mobile

Daniel Lopez

Windstream

Brian Harman

Windstream

MARK R. OVERSTREET

State's Attorney (Windstream)

Kyle Willard

PSC - Eng.

Jim Stevens

PSC