

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SOUTH CENTRAL BELL TELEPHONE COMPANY)
)
)
 _____) CASE NO.
) 89-129
)
 ALLEGED FAILURE TO COMPLY WITH)
 COMMISSION REGULATIONS)

O R D E R

IT IS ORDERED that South Central Bell Telephone Company ("South Central Bell") shall file the original and 12 copies of the following information with the Commission no later than November 6, 1989, with a copy to all parties of record. Each copy of the data requested should be placed in a bound volume with each item tabbed. When a number of sheets are required for an item, each sheet should be appropriately indexed, for example, Item 1(a), Sheet 2 of 6. Include with each response the name of the witness who will be responsible for responding to questions relating to the information provided. Careful attention should be given to copied material to ensure that it is legible. Where information requested herein has been previously provided, reference may be made as to the specific location of said information in responding to the information request. If the information cannot be provided by the stated date, South Central Bell should submit a motion for an extension of time stating the reason a delay is necessary and a date by which the information

will be furnished. Such a motion will be considered by the Commission.

1. Provide the following information about the South Central Bell employee who, on February 2, 1989, moved the telephone service drop wire serving Mrs. Sachleben's house.

a. Name.

b. His length of employment with South Central Bell.

c. His current position with South Central Bell.

d. A synopsis of all complaints about his work on telephone service drop wires.

2. Provide a copy of the work order for the work performed on Mrs. Sachleben's telephone service drop wire on February 2, 1989.

3. Describe in detail the nature of the work performed on Mrs. Sachleben's telephone service drop wire on February 2, 1989.

4. Why was a mid-span point of connection chosen for Mrs. Sachleben's telephone service drop wire? What are the advantages and disadvantages of this type of connection?

5. What is South Central Bell's policy on the installation of telephone service drop wires? If a written policy or standard operating procedure exists, provide a copy.

6. After installing a telephone service drop wire to Mrs. Sachleben's house on February 2, 1989, what actions did the South Central Bell employee take to ensure that National Electrical Safety Code ("NEESC") clearance standards were met?

7. What, if any, equipment or measuring devices did this employee have to measure the telephone service drop wire's vertical clearance? Was this equipment used?

8. According to South Central Bell's standard operating procedures in effect on February 2, 1989, what actions should have been taken to check the vertical clearance of the telephone service drop wire?

9. As of February 2, 1989, what, if any, equipment or measuring devices were available to South Central Bell service technicians to measure the vertical clearance of telephone service drop wires? Describe this equipment.

10. How was such equipment distributed to South Central Bell work crews?

11. As of February 2, 1989, what percentage of work crews in the Louisville-Jefferson County area had measuring equipment available which was capable of determining if a telephone service drop wire was at least 18 feet above ground level? As of February 2, 1989, what percentage of South Central Bell work crews in the state of Kentucky had such equipment?

12. If such equipment is not made available to all work crews, what factors are considered in its allocation?

13. Has South Central Bell made any changes in the availability of such equipment since March 17, 1989? If yes, describe these changes. If changes in the availability of such equipment have occurred since March 17, 1989, what was the monetary cost of these changes?

14. Describe the training on NESC standards which is provided to South Central Bell service technicians. When is it provided?

15. If such training is part of a general training program, what percentage of this program is devoted to NESC training? How many hours of this program are devoted to NESC training?

16. Does South Central Bell conduct a continuing education program on NESC standards for its service technicians? If yes, describe this program. Include in your description the number of hours annually devoted to such training.

17. Since March 17, 1989, what, if any, changes have been made to South Central Bell's efforts to train its service technicians about NESC standards?

18. After the accident on March 17, 1989, South Central Bell employees re-installed Mrs. Sachleben's telephone service drop wire.

a. Why was the telephone service drop wire installed at a height which provided a vertical clearance lower than NESC standards?

b. Who made the decision to re-install the telephone service drop wire at this height? What is his position at South Central Bell? If other South Central Bell personnel were involved in this decision, identify them and their positions at South Central Bell.

c. Why was the telephone service drop wire not raised to a height in excess of 18 feet until June 1, 1989?

19. In its response to the Utility Accident Investigation Report, South Central Bell stated that the March 17, 1989 accident has been used to "reemphasize to its employees the need to continually ensure that facilities are safely installed at the proper clearance." How has this "need" been reemphasized?

20. In its response to the Utility Accident Investigation Report, South Central Bell stated: "It is South Central Bell's practice to keep its telephone lines twelve inches below electric lines in order to avoid contact between the two lines and also to avoid having to work above electric lines."

a. Is this practice part of a written policy? If yes, provide a copy of this policy.

b. Have exceptions to this practice been made? When? How frequently? Who must approve such exceptions?

c. Why does South Central Bell attempt to avoid having its employees work above electric lines?

21. In its response to the Utility Accident Investigation Report, South Central Bell stated: "South Central Bell practice requires its facilities to be at least 40 inches from electric transformers."

a. Is this practice part of a written policy? If yes, provide a copy of this policy?

b. Have exceptions to this practice been made? When? How frequently? Who must approve such exceptions?

c. What are the reasons for this policy?

22. Under South Central Bell's standard operating procedures, what actions must a service technician take if he is

unable to install a telephone line service drop within NESC clearance standards?

23. Provide a copy of the latest inspection report on the aerial plant in the wire center which serves Mrs. Sachleben's house.

24. List all clearance defects and hazardous conditions found within a quarter mile radius of the accident site during inspections of South Central Bell's aerial plant conducted in the 12-month period preceding the March 17, 1989 accident. For each defect, provide a copy of the inspection report and the extract from the "Safety and Service Defect Log."

25. Did South Central Bell on or after March 17, 1989 inspect its facilities in the general area of Mrs. Sachleben's house to ensure that its facilities were in compliance with NESC standards? If yes, what were the results of this inspection?

26. Describe the procedures used to ensure the quality of repair work or service line installations.

27. Identify the following references found on page 45 of South Central Bell's "Network Operations Installation and Maintenance Quality Control Plan":

a. 462-070-015

b. 627-070-015

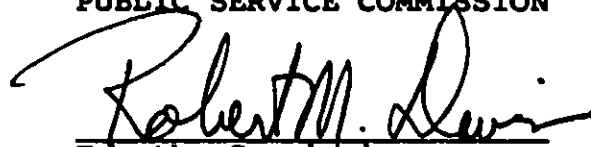
c. 627-070-016

d. 627-070-017

If these references are not readily available to the public, provide a copy.

Done at Frankfort, Kentucky this 11th day of October, 1989.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:

Executive Director