

From: Lovell Carter Foushee III [REDACTED]
Sent: Monday, December 05, 2022 01:18 PM
To: PSC Comments
Subject: 2022-00363 -

I can see that the first part of my letter to you did not go through so I am writing it to you again.

In middle of July 2022 I lost my phone and Internet service with Windstream. I called that in to Windstream and waited for a week to get a service repair person. No service person came so I called in again and again no one came to fix the issue. I did this several more times over a month or more. I finally had to drive to Versailles, KY and was able to get a service person who just happened to be there to find out what was wrong. Windstream kept closing the tickets that I called in because they had my address wrong. This was all caused by Enhanced 911 giving me the wrong address and I spent 4 years getting it corrected. I sent Windstream and all other utilities a formal and notarized letter in year 2013 to change my address to the correct address but Windstream failed to do that for 9 years. When the phone finally got repaired I found out what the issue was. My phone line had been severed by contractors digging along U.S. 60 since early June. I did not know who the contractors were so I had to start to try and find out. My phone line was patched together and run along the top of the ground through a person's yard in Westmoreland Subdivision and along U.S. 60 nailed to a fence for about 600 feet or more. Within a few days my phone wire was severed again by the people mowing their yard. My phone and Internet service was again down for weeks before I could get Windstream to patch it again. In the mean time I was billed incorrectly for my service with Windstream. My phone again went down and I had to call the Windstream CEO office in Arkansas to get any action on the repairs. I spoke to Ann Knopp at phone number [REDACTED]. When the repair person came the first time to fix my phone is when he informed me that my phone line had been severed underground by contractors digging along U.S. 60. I did not know who the contractors were that severed my phone line but the search to who it was started and it has taken hundred of hours to find out who it was. Windstream's supervisor was contacted by Ann Knopp and they are working to try and get the phone line repaired properly. A few days after talking to Ann I got a letter from Windstream telling me that my phone was to be disconnected on Dec.5, 2022 for failure to pay my past due bill. I had to work to get that corrected a second time with Windstream. The people at Windstream Financial were very hateful and forceful with me without any respect for me at all. I had been force to pay an extra \$50.00 per month for Internet service even though Windstream wanted me to pay for their service. After many hours of work I found out that the company who severed my phone line was Quanta Co. work worked for Intercarrier Network out of Knoxville, Tenn. I called District 7 at the Department of Transportation to get this company number and contact person who was Nancy Allision. Shortly after this company severed my phone line is when they also severed my water line to my farm. I have tried for months now to get paid for the costs that I have had for my water line be cut and have had no success. I called Josh Riley at Kentucky American water Co. about adjustment to my water bill and repairs to my hot water tank which got burned up during the phone and water issue. Mr. Riley refused to compensate or reduce my water bill at all.

I contacted 811 to find out what transpired but they would not give me any information at all. I was told that the water company does not mark their water lines. I was told that

me. I am only the person who is suppose to own my land and has been violated by these companies. I do not deserve the lack of respect, the apathy shown to me, and the abuse they all have given me 100% of the time for months now. I am demanding I be paid \$1000.00 for my time and work in this case. This letter is to be added to my previous letter to you on this case.

Respectfully,
Lovell Carter Foushee III

[REDACTED]
Lexington
KY
40513
[REDACTED]

From: Lovell Carter Foushee III [REDACTED]
Sent: Monday, December 05, 2022 11:37 AM
To: PSC Comments
Subject: 2022-00363 -

Before I finished my letter to you in reference to the phone issue for me I hit the send button. I am sorry about that. Windstream is not the ones that damaged my phone line to start with. A company named Quanta Services who works for Intercarrier Networks in Knoxville Tenn. were the ones who hit my phone line back in July of 2022. Windstream is now having to pay for the damage Quanta caused. A few weeks later this same company. Quanta hit the water line leading to my farm and home. Kentucky American Water Co. came out hours later and informed me of the damage to my water line and told me they had pulled my water meter without informing me of that fact. As a result of the damage to my water line it burned up my hot water tank. Ky American Water ran over 1700 gallons of water out of my water lines in an effort to get the air out of the lines. I originally had to pay for the excess water as Josh Riley refused to adjust my water bill. After hours of trying to get them to make the bill right I was finally able to get them to take \$20.00 off my bill. I have finally got KY American to pay me the \$37.00 for the heaters in my tank and the \$100 I charged for making the repairs in an effort to get this resolved. My electric bill was 6 times the cost of normal bill. It was over \$300 for the electricity used when the heaters were burned up. I can not get KY American, Quanta, nor Intercarrier Network to compensate me for the money and hours I have lost trying to get this issue resolved. I have spent hundreds of hours making calls and trying to figure out how to get my expenses paid to me. I have spoken to Nancy Allison with Intercarrier at least 4 times, spoken to a person named Thomas with Quanta Services who informed me he in fact hit my water line but refused to pay me for any damages, spoken to Brian Smith with Quanta who has told me he would pay me but has not paid me. I was able to get the Department of Transportation to give the companies that had a permit to do work on U.S. 60 during this time and Intercarrier is the company with the permit and was the company that damaged my water line and phone line. I have pictures of them at the site when the damage was done. They have admitted to the damage to my water line but have not admitted to the damage to my phone line. I have pictures of them their digging when the damage was done. At this time I have called Nancy Allison with Intercarrier and Brian with Quanta several times and I get no response from any of them. Since I had to start searching for proof of the damage from Quanta I have also found out and have pictures of Quanta hitting and damaged a Columbia Gas line in to the Westmoreland Subdivision during this same time frame causing damage to that line. The Lexington Fire department and Columbia Gas had to be called to make repairs to that damage. Since I have spent hundreds of hours just trying to find out who is responsible for the damage to my property and trying to get paid for the damage and the time I have spent making the repairs and costs for with my time and efforts I am demanding payment in the amount of \$1000.00. Please note that I have called KY American and asked if they mark their water lines and they told me that they do not mark their line but rather they contact OSIC who contacts 811 to mark their water lines. A check with OSIC informs me that they do not mark Kentucky American Water lines but instead Kentucky American Water marks their own lines. It can not be both ways so someone is not telling me the truth. This is why I have spent hundred of hours trying to find out any truthful information about this case. That is why I demand payment for my time for something that was no fault of my own. Shows how a person has a very hard time finding the truth for anything from any of these companies.

that requires a person calling to use a code to be able to talk to me or get to my voicemail. Please press the # sign for the as I have reset the code to this default setting for easy of use.

Phone number and contact person for Intercarrier Network is [REDACTED]
[REDACTED]

Phone number and contact person for Quanta is [REDACTED].

Phone number and contact person for Department of Transportation District 7 is [REDACTED]
[REDACTED].

Thank you and have a great day!

Lovell C. Foushee III

Respectfully,
Lovell Carter Foushee III

[REDACTED]
Lexington
KY
40513
[REDACTED]