

### **Qwest's Response to Statements of Dale Miller**

Dale Miller, representing the Housing and Community Development Programs at the Community Action Center in Pullman, Washington submitted a letter concerning an issue in Colfax where service had been delayed for approximately five months. This discussion is in response to this situation with engineering details provided by the Qwest Outside Plant engineer and the developer.

Qwest's perspective of the eight-unit development in Colfax is quite different than that of Mr. Miller's. The single largest contributing factor to the difficulty of providing service to this development was the lack of notification by the developer to Qwest. Standard procedure for experienced construction companies is to notify the respective utility companies in advance of starting site preparation. This is done in order to determine what requirements the utility companies might have to provide service to their project.

In this case, Qwest was never notified by the builder or developer of this project. In fact, the initial meeting took place on-site in late November 2003, when the Qwest engineer happened upon the construction site in the course of other business. At that time, most of the exterior work had been completed, including the asphalt parking lot and the concrete sidewalk. When the Qwest engineer inquired as to how they were expecting to get telephone facilities to the new buildings, the construction company representative replied that they would come in on aerial facilities from the same location as power and cable television. The Qwest engineer informed the construction company representative that Qwest did not have any facilities on that side of the property and that the only way to feed the new buildings was from the opposite side of the parking lot. It is an inaccurate statement by Mr. Miller that the reason Qwest did not place aerial facilities was due to the use of and payment for an Avista power pole. Qwest could not provide service as the contractor had anticipated as Qwest did not have facilities on that side of the property.

Mr. Miller also stated that customers did not have service until April of 2004 however, Qwest installed service to two customers on March 23, 2004.

Because the builder had already completed the paving and concrete work on the property, Qwest tried to work with them to find a workable solution. Upon the Qwest engineering initiated work order, and subsequent job for new facilities, Qwest coordinated with the electrician, the general contractor and Mr. Miller to ensure that they were able to meet our minimum requirements to provide service. Short of doing the work ourselves, we are not sure what more we could have done for them to prepare the entrance facility components which would facilitate the placement of the services to their building.

In any construction build-out, it is the responsibility of the builder or developer to notify the utility companies of the time frame, construction schedule and needs for all utilities. In this specific instance, this notification did not occur. Thus, it is incorrect to characterize this incident as a failure on Qwest's part.