

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
WILLIAM M. HEYMAN,**

**COMPLAINANT,**

**v.**

**CASE NO. 15-1906-TP-CSS**

**FRONTIER COMMUNICATIONS, INC.,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on June 16, 2016

{¶ 1} On November 12, 2015, William M. Heyman (Complainant) filed a complaint against Frontier Communications, Inc. (Frontier). The complaint alleges that Frontier failed to mark its telephone lines properly and that the lines were damaged as a result of the Complainant excavating near his rental property. The Complainant sought information and demanded that Frontier fill in the excavation site.

{¶ 2} After being granted leave, Frontier filed an answer and a motion to dismiss on December 28, 2015.<sup>1</sup>

{¶ 3} On January 15, 2016, the attorney examiner scheduled a settlement conference for February 23, 2016.

{¶ 4} On February 16, 2016, the Complainant moved for a continuance of the settlement conference in order to conduct discovery.

{¶ 5} By Entry issued February 23, 2016, the attorney examiner granted the Complainant's request for a continuance. The attorney examiner scheduled a settlement conference for April 28, 2016.

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<sup>1</sup> On January 14, 2016, Frontier refiled its answer which included a page missing from its December 28, 2015 filing.

{¶ 6} The settlement conference took place, as scheduled, on April 28, 2016.

{¶ 7} In his complaint, the Complainant listed five requests:

- (a) that Frontier fill in the excavation site,
- (b) that Frontier provide the Ohio Utilities Protection Services (OUPS) ticket number and the issue date for Frontier's newly installed telephone line,
- (c) that Frontier disclose the date it installed the new line,
- (d) that a copy of case number WHEY09231500 and copies of any future correspondence or investigation be provided to the Complainant,
- (e) and that the Complainant be informed as to the depth of Frontier's new telephone line.

{¶ 8} Before deciding whether this matter should proceed to hearing, the Complainant shall provide by June 30, 2016, a written statement that identifies which of these requests or issues remain to be decided by the Commission.

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That the Complainant file by June 30, 2016, a statement that identifies the requests or issues that he wishes the Commission to address. It is, further,

{¶ 11} ORDERED, That a copy of this Entry be served upon all parties and interested persons of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/ L. Douglas Jennings

By: L. Douglas Jennings  
Attorney Examiner

jrj/vrm

**This foregoing document was electronically filed with the Public Utilities**

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**Case No(s). 15-1906-TP-CSS**

Summary: Attorney Examiner Entry ordering filing of issues for consideration by June 30, 2016; electronically filed by Vesta R Miller on behalf of L. Douglas Jennings, Attorney Examiner, Public Utilities Commission of Ohio