

6-28-2021

We are long time customers of Century Link in Stillwater Township, Washington County, Minnesota. re P-421/M21-381 Century Link Proposal Cynthia Kindlien <Mumpherd@aol.com>

To: Kevin.Ogrady@state.mn.us <Kevin.Ogrady@state.mn.us>

We Have had a land line for over 40 years. From time to time our land line develops static to the point where we can't hear the person calling. We have a cell phone but sometimes there has been a storm or telephone lines have gone down due to high winds or storms or electrical outages due to various reasons in the Township or even downtown Stillwater. Outages can last up to a day or two or occasionally 3 days. If our cell phones are not operating we cannot call Xcel Energy to report outages. One time about three or four years ago lightning struck a tall white pine tree in our driveway. It knocked out the hardline wiring because it was close to the tree that got hit by lightning. My husband called Century Link to notify them of our problem. They sent out a young man who said he was technician It was about 8:00 a.m. and I was walking up the driveway. The technician had dug about a four foot deep hole near the tree that was hit by lightning. We have a gas line that comes down our driveway that Ys into two lines that feed the out garage and the house. I don't think the Century Link 'company contacted Xcel Energy to mark the gas line line. The young man didn't notify us that he was coming. If he hit the gas line he would have been killed and so could that have happened to us. We are thankful that didn't happen!!! Century Link did replace our hard line. We don't want to loose the line when whether gets dicey, nor want anyone including us be killed by an explosion. We are happy that we had our hard line replaced and think that Century Link should still be required to maintain the copper lines out here. Besides that, they carry our connection to the internet. If allowed to downgrade the services, we should not have to pay as much. Please deny the request.

Sincerely,

Cynthia Kindlien

*Cynthia Kindlien*  
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