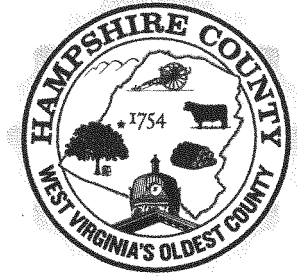


18-0291-T-P

County of Hampshire
OFFICE OF THE COUNTY COMMISSION



Eric W. Strite
COUNTY CLERK

West Virginia Public Service Commission
201 Brooks St.
Charleston, WV 25301

11:27 AM JUL 31 2018 EXEC SEC DIV

Chairman Michael A. Albert,

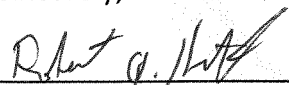
The Hampshire County Commission has been approached by a group of Hampshire County citizens and Frontier telephone (and Internet), customers who have had no service or extremely limited telephone service for more than three weeks at this point. These citizens represent about 90 homes with no service and another 330 who lose phone service if power is interrupted. These households cannot conduct normal business activities and, more critically have no access to emergency services including fire police or ambulance.


Efforts to work through Frontier have been unsuccessful.

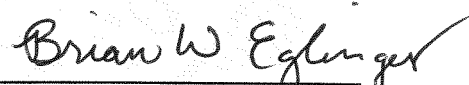
We have encouraged these citizens to file formal complaints with the Public Service Commission as individuals and if possible as a group. At this point we are seeking assistance and guidance from any source.

Any suggestions or assistance to resolve this service short fall would be greatly appreciated. The Hampshire County Commission may be reached through the County Clerk at the contacts on the letterhead.

Sincerely,


Robert Q. Hott, President


David R. Parker, Commissioner


Brian W. Eglinger, Commissioner

Cc: Senator Joe Manchin, III
Senator Shelly Moore Capito
Governor Jim Justice
WV Senator Charles Trump
WV Senator Craig Blair
Delegate Ruth Rowan
Delegate Darrel Cowles