

JOE HAMM, MEMBER
84TH LEGISLATIVE DISTRICT

CAPITOL OFFICE:
P.O. BOX 202084
HARRISBURG, PA 17120-2084
PHONE: 717-787-5270

DISTRICT OFFICES:
274 BROAD STREET
MONTOURSVILLE, PA 17754
PHONE: 570-546-2084
PHONE: 570-327-2084

TIADAGHTON VALLEY MALL, ROOM 105
701 ALLEGHENY STREET, BOX 4
JERSEY SHORE, PA 17740
PHONE: 570-398-4476
FAX: 570-398-5963



House of Representatives

Commonwealth of Pennsylvania
Harrisburg

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EMERGENCY PREPAREDNESS

CAUCUSES:
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BROADBAND
GAS & OIL
PRO LIFE
SECOND AMENDMENT

JHAMM@PAHOUSEGOP.COM
WWW.REPJAMM.COM

March 21, 2023

Secretary Rosemary Chiavetta, Esq Secretary's Bureau
Pennsylvania Public Utility Commission, Commonwealth Keystone Building
2nd Floor, Room-N201
400 North Street
Harrisburg, Pennsylvania 17120

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Attention: Secretary Rosemary Chiavetta

Dear Rosemary:

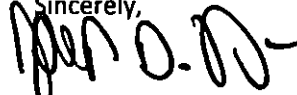
It has come to my attention you are serving as the ALJ for OCA & OSBA v Commonwealth d/b/a Frontier (C-2023-3037574), and that there will be a prehearing conference on the morning of Tuesday, April 11. Thank you for hearing this case as it is incredibly important to residents in my district, particularly in rural Sullivan County, which is the second least-populous county in the Commonwealth.

The stories my staff and I have heard from constituents are heartbreaking. Many of the people who contact me with Frontier service disruptions are elderly with limited access to resources. Several of them struggle just to manage their medical conditions, treatments, and follow up appointments. Having an additional burden of losing landline telephone and internet service places their wellbeing and safety at great risk, as well as causing increased anxiety and frustration.

My office has received several complaint forms from constituents who have had or are currently having issues with their Frontier telephone lines. I routinely see the line issues as I drive throughout my district. It is also worth noting that my offices continue to receive complaints every week from residents in rural Sullivan County. This is especially concerning for those who do not have cell service in our remote areas, which is most of that county. Sullivan County residents depend on reliable landline telephone service as their primary means of communication.

I ask that you hold an in-person public input hearing in Sullivan County. Representatives Tina Pickett and Clint Owlett hosted two meetings with OCA and OSBA in their districts to explain the next steps of this process. The community made it clear they would like to have the opportunity to speak during this important hearing. Many Frontier customers cannot or do not have the ability to join an online format because of the very topic in this case. I believe the best avenue for effective communication would be for an in-person public hearing. Otherwise, you will receive an incomplete depiction of how Frontier customers are being negatively impacted.

Your consideration of this request is greatly appreciated. Please feel free to contact me if you wish to further discuss.

Sincerely,

Joseph D. Hamm
State Representative
84th District



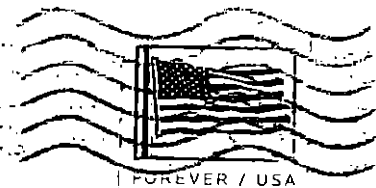
House of Representatives

COMMONWEALTH OF PENNSYLVANIA
HARRISBURG

JOSEPH HAMM, MEMBER
274 BROAD STREET
MONTOURSVILLE, PA 17754

HARRISBURG PA 171

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Secretary Rosemary Chlavetta, Esq Secretary's Bureau
Pennsylvania Public Utility Commission, Commonwealth
Keystone Building
2nd Floor, Room-N201
400 North Street
Harrisburg, Pennsylvania 17120

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