

REDACTED

080701-TP

COMPOSITE EXHIBIT 1

(REDACTED)

"EMAIL CORRESPONDENCE AND PHOTOGRAPHS"

COM _____
ECR _____
GCL _____
OPC _____
RCP 1 _____
SSC _____
SGA _____
ADM _____
CLK _____

{TL176677;1}

DOCUMENT NUMBER-DATE

11390 DEC-98

FPSC-COMMISSION CLERK

From: Feathers, Chris [Chris.Feathers@mybriighthouse.com]
Sent: Monday, September 29, 2008 11:12 AM
To: bret.reelfs@verizon.com
Subject: Wiring Takeover Problem - Grounding
Importance: High
Attachments: verizon grounding 002.jpg; verizon grounding 003.jpg; verizon grounding 001.jpg

Bret,

We are noticing this in all of our locations and wanted to bring this to your attention. When a Verizon installer is using our homerun wire instead of disconnecting the output wire to the CPE device the drop input wire is being disconnected, not being terminated and your drop is going through our ground block. This leaves our outside drop not grounded and puts liability on us if something happens to the customer. It also provides a very unsafe condition to our drop if it were to become energized by the power company. Please discuss the importance of this with your Managers / Supervisors so it can be corrected.

Thank you,

Chris

From: Feathers, Chris [Chris.Feathers@mybriighthouse.com]
Sent: Thursday, October 02, 2008 8:11 AM
To: bret.reelfs@verizon.com
Subject: FW: 2 examples of Verizon improperly transitioning into our installation.
Importance: High
Attachments: [REDACTED]

Bret,

Here are two more examples of connection through our grounding device. This is troubling to me as the ones that we are finding are on take backs from Verizon to Bright House. I have to wonder how many more are this way serving your customers. Do you have a new contracting company doing installs? I can't believe this is recommended practice in connecting service as it is leaving our service drop ungrounded -

Because of the recent events we will be performing an audit to see exactly how widespread this problem is - I will be forwarding addresses of these as they are discovered.

Chris

1st pix address is: [REDACTED]

2nd pix address is: [REDACTED]









