

July 11, 2023

Michael Picker, President  
California Public Utilities Commission (CPUC)  
300 Capitol Mall, Suite 500  
Sacramento, CA 95814

RE: Frontier Communications Complaint

Dear President Picker:

I am writing on behalf of the Humboldt County Board of Supervisors, to make the CPUC aware of an extremely dangerous situation in the Mattole Valley here in Humboldt County as it relates to Frontier Communications and ongoing issues with service outages and unresponsiveness to complaints.

Ongoing problems with Frontier system failures and the lack of communication with local residents, Public Safety Officials, Fire Chiefs and Emergency Coordinators has become the number one public safety issue in the area.

Our residents in this remote valley need reliable service. In fact, Supervisor Rex Bohn, 1<sup>st</sup> District Supervisor who represents the Mattole Valley has requested a community meeting with the Frontier Communications Team to discuss issues with reliability, future plans, and general information of how the Mattole Valley and its residents can work with members of the Frontier Team to avoid situations like the recent July outage.

Your assistance in this very important matter is very much appreciated.

Sincerely,

Steve Madrone, Chair  
Humboldt County Board of Supervisors

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