

KANSAS CORPORATION COMMISSION  
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

**FORMAL COMPLAINT**

*Note: Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information you provide in the complaint or other documents related to the complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, email address, and the facts of your case may be available online for public viewing.*

**BEFORE THE STATE CORPORATION COMMISSION  
OF THE STATE OF KANSAS**

IN THE MATTER OF THE COMPLAINT AGAINST

Brightspeed  
(Respondent, name of utility company)

by Mike Haet  
(Complainant, your name)

For Commission  
use only  
  
DOCKET NO.  
  
24-UTET-768-COM

Please provide complainant (your) contact information:

Full Name(s): Mike Haet  
Address: [REDACTED] Spring Hill, Ks 66083  
Daytime Phone: [REDACTED]  
E-mail Address (optional): [REDACTED]

**FORMAL COMPLAINT**

Mike Haet  
(Your name)

states that the above-named respondent is a public utility providing service in Kansas and is subject to the jurisdiction of the State Corporation Commission.

The facts and circumstances surrounding the complaint are set out in detail below:  
(Be specific and as brief as possible. If necessary, attach additional sheets.)

see attached

**Formal Complaint** *continued*

Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following action be ordered by the Commission. (*State action or result desired.*)

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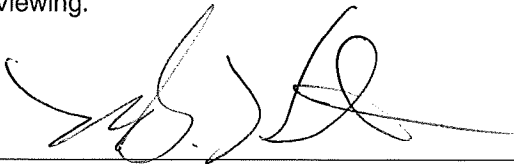
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\_\_\_\_\_

and for such further order or orders as the Commission may deem necessary.

VERIFICATION: I do solemnly, sincerely, and truly declare and affirm that the statements made in this complaint form are true and accurate to the best of my knowledge, and I do this under the pains and penalties of perjury.

I understand that Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information provided in the complaint or other documents related to the complaint, including, but not limited to, my name, address, city, state, zip code, telephone number, email address, and the facts of the case may be available online for public viewing.



Complainant's (your) signature

May 16, 2024

Date signed

**FILING INSTRUCTIONS**

This form may be filed in person at the Kansas Corporation Commission's Office or by mail. All formal complaints, whether filed by mail or delivered in person, must be directed to:

Secretary to the Commission  
Kansas Corporation Commission  
1500 SW Arrowhead Road  
Topeka, KS 66604

For more information about the formal complaint process please refer to the instructions provided with this form or visit the KCC website: <http://kcc.ks.gov/>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free at 1-800-662-0027 or by e-mail at [public.affairs@kcc.ks.gov](mailto:public.affairs@kcc.ks.gov).

## Kansas Corporation Commission

My complaint has to do with the placement of utility boxes located on the frontage of my property. I will first state that I know that there is an easement through this area and that Brightspeed had the right to do what they did. But when does a utility company take property of homeowners into consideration? Just because you have the right, doesn't always mean you should.

To begin, another internet company started installing fiber along Clare Road sometime around the first of December 2023. During this process Brightspeed internet line was cut by this company. After about a day or two I came home to discover two utility boxes have been installed in-front of my property. I immediately locate the company and ask them why they installed these boxes. They stated that they accidentally cut Brightspeed's line and that Brightspeed responded and repaired the line and as a result these boxes were installed. The gentlemen (I failed to get his name, believe he is with Xfinity) went onto say they had cut Brightspeed's line in multiple locations, due to the fact Brightspeed did not respond and locate their lines prior to construction. I know one of these locations is just about a quarter mile south of my residence. {If you want to see a real mess, go look at that location.} I take from that; if Brightspeed had located their lines in the first place, we probably would not be having this issue.

I then contacted Brightspeed customer service and advised them of my complaint and they issued me ticket #2823532 and stated that a representative would respond. On December 22, Daniel, 913 905-9238 arrived at my home and I met with him at the location of the boxes. Daniel admitted that "they could have done a better job", he went onto to say that the boxes probably could have been placed under ground as they were "non-serviceable boxes". I don't know what that means, but his words. He further stated they may be too close to the road. He took some pictures of the boxes. He stated that he would contact his supervisors and see what can be done. After not hearing anything, I recontacted Daniel at his phone number on February 20, 2024. He stated that the boxes were likely not getting moved and that Brightspeed was not worried about aesthetic's. I then requested his supervisors name, he stated he would get that for me and recontact me. I either texted and/or called leaving voice mails on the following dates to Daniel requesting his supervisors name on Feb, 22 and 29th and again on March 1st. Never receiving any response.

I then had to call Brightspeed customer service again on March 6th. They then gave me Brightspeed Developer Line 833 363-2559. I called and left a message. Chad Collins Sr. Program Manager called me back and I explained my complaint. He requested that I forward pictures to him and that he would look into the matter. Mr. Collins recontacted me and in short, informed me that they would not be removing the boxes, but would be happy to send me a quote

for the boxes to be removed at my expense. I requested him to forward me the quote and asked for his supervisor's name.

I next was in contact with Stan Waterman, in short, he gave me the same responses as stated above. That they "had placed the facilities according to our restoration process and utilized the standard products allowed". So basically, whatever their common practice is, without taking into any consideration for the area or property. Danielle Vocks is copied in the email.

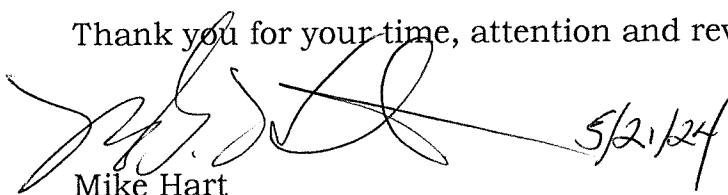
I then contacted KCC and Brandon Donohue responded and was able to put me in contact with Chadwick Woods with Brightspeed Customer Advocacy Group. I forwarded an email to him and explained my complaint. Again, he gave me the same response and further stated for me to contact Mr. Collins for a quote to have the boxes removed at my expense.

What I am requesting is assistance with the removal of the two boxes and placed in better locations. I would like for the boxes to either be placed underground (preferred), which Daniel indicated could have happen or the boxes moved to the corners of my property. Due to the fact there are already utility boxes located at the corners. This way all the utilities are located in these two locations as opposed to spread out along the frontage of my property, in four different locations. Please refer to the drawing for the locations of all the utilities, if you notice Xfinity placed their box with the other existing utilities. Brightspeed utility boxes are the closest utility to the road, which Daniel indicated could be a problem. In addition, I have always mowed this area all along Clare Road, which is easement but I maintain it. After their installation of the boxes the area is rougher and there is a lot of gravel left, making it difficult for grass to grow and mow.

With them indicating that I could have the boxes moved at my expense, (\$2,468.94) states that the boxes did not have to be installed where Brightspeed placed them. Further indicates that they were not installed in the matter in which they were, due to any mechanical, technical, or safety reasons. They just did what their common practice was and probably quickest and lease costly for them. The current company which is Xfinity has placed all their lines in boxes underground. Not affecting aesthetics of property owners. So, is Xfinity a more advanced company?

Again, may have been avoided if Brightspeed had marked their lines in the first place.

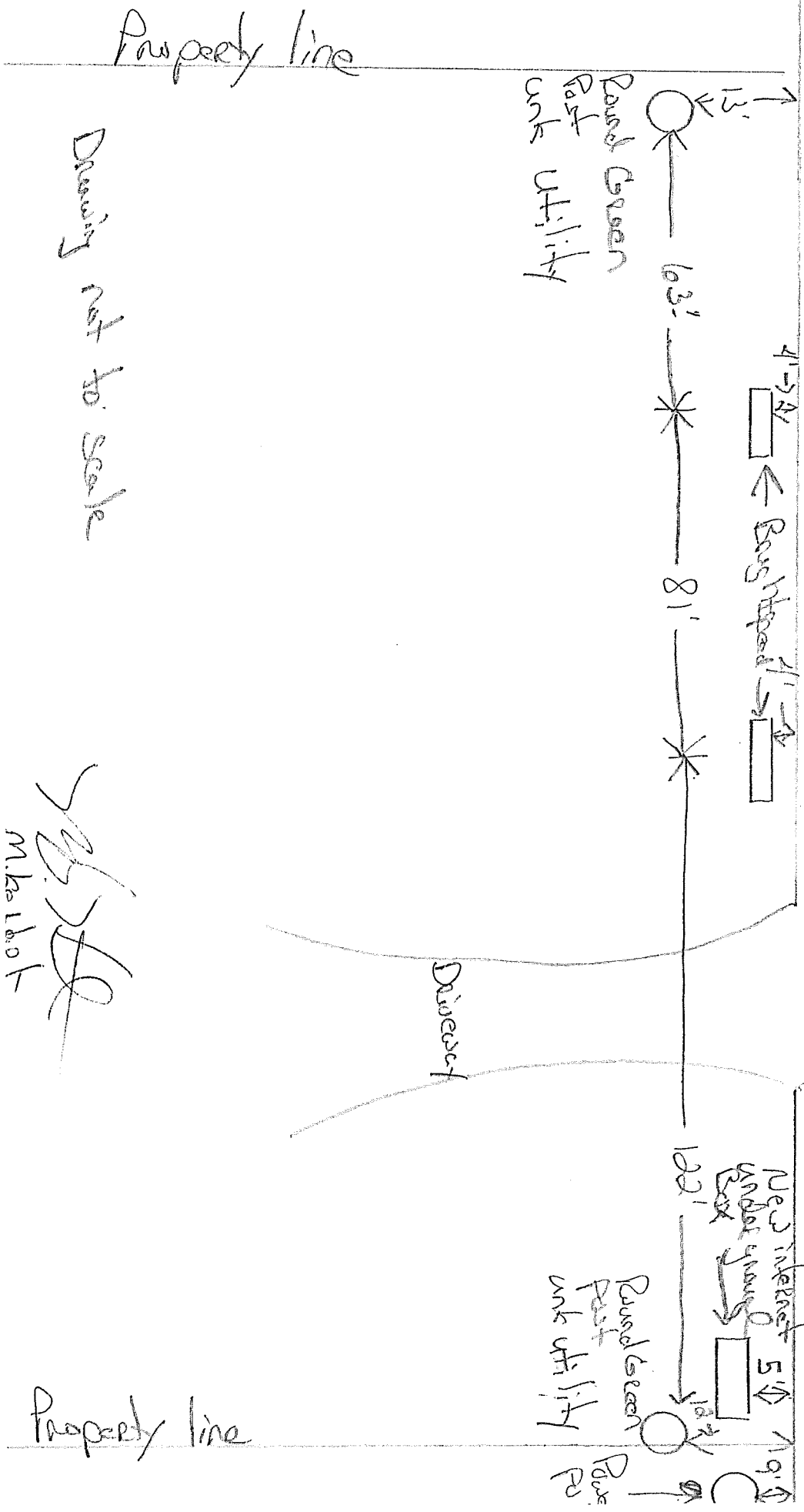
Thank you for your time, attention and review of my compliant.

 5/21/24  
Mike Hart

Class Rd North →

Boxes are approx  
 2 1/2 Tall  
 2' 10" long  
 1' 3" wide

21201 S. Class Rd



Drawing not to scale

M.B. Lhot

Property line