



# Kanawha County Commission

## Media Release

For Immediate Release

Date: October 4, 2022

Contact: Jennifer Herral, County Manager  
(304) 444-1577

### PSC STAFF TO INVESTIGATE FRONTIER SERVICE ISSUES STATEWIDE

Charleston, W.Va. – On July 12, 2022, the Kanawha County Commission filed a formal complaint requesting the Public Service Commission open a General Investigation into Frontier’s service in Kanawha County. Today, the Public Service Commission Staff has filed a petition with the PSC, which states in part:

“Based on its investigation, Utilities Staff believes Frontier is not currently providing adequate telephone services to its West Virginia customers as is required by the Commission’s Rules ... Utilities Staff stated based on their investigation the issues raised by the Kanawha County Commission and McDowell County Commission are not unique to those counties. These issues are occurring statewide in Frontier’s service territory.”

Commission President W. Kent Carper stated, “The Public Service Commission receives more than 100 complaints each month on Frontier’s service – which is totally unacceptable. Customers pay a lot for service and deserve better. I commend the Public Service Commission for investigating the Kanawha County Commission’s complaint and taking action.”

Commissioner Ben Salango noted, “We had customers in Kanawha County without service for more than a month. There is simply no excuse Frontier can offer for its lack of service. Hopefully, our complaint will lead to improved service for Kanawha County customers as well as customers in other counties as well.”

Commissioner Lance Wheeler added, “We appreciate that Frontier has resolved many of the complaints that were received by the Kanawha County Commission. Based on today’s news, I encourage Frontier to move quickly to improve its service statewide.”

The Public Service Commission Staff recommends that the PSC reopen a 2018 General Investigation case concerning Frontier and that the Company be required to submit an action plan within 45 days to address its service deficiencies.

In the original complaint, the Kanawha County Commission raised concerns about 30-day outages experienced by customers in Elkview and Clendenin. In addition to Kanawha County, Braxton, Pocahontas, and McDowell Counties have reported multiple complaints regarding Frontier's service.

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