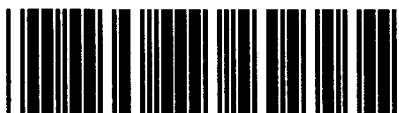




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January 13, 2005

VIA OVERNIGHT MAIL

Central Records Filing Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78711

Re: Project No. 32182 - *Investigation of Methods to Improve Electric and Telecom Infrastructure that Will Minimize Long Term Outages and Restoration Costs Associated with Gulf Coast Hurricanes*

Dear Filing Clerk:

On December 22, 2006, Commission Staff requested that interested parties provide information with respect to recent hurricane damage in their Texas territories. Sugar Land Telephone Company and Texas Alltel, Inc. (collectively, "Alltel") provide the following information in response to Staff's request.

Alltel's properties in the Winnie area of Texas experienced the most damage from Hurricane Rita. Alltel is extremely proud of its reaction to the damage that included cooperation among local levels and corporate-wide divisions. In particular, Alltel's OSP Engineering teams, Human Resources, and Network Operations Center combined forces to face the catastrophe. These combined efforts assisted with tracking and resolving damages.

At the peak of the outage brought about by the hurricane, Alltel experienced approximately 4,250 customers without service. Some service was restored within a minimum of twelve hours. The maximum amount of time that service was out was ten days. Alltel estimates that the average customer service outage was three days. Alltel restored service to some customers during the day and part of the evening with portable generators. Significantly, 95% of Alltel's customers working in Winnie, Anahuac, and Hamshire via physical cable pairs never experienced any loss of service.

Alltel's Winnie District has a total of 9,220 lines. In this area, 47 wood (single service) poles were removed, and 62 wood (joint service) poles were removed. Twenty-seven wood poles (single and joint service) were placed. Additionally, Alltel removed 29,194 feet of aerial cable, strand, and drops and replaced 374 feet of aerial cable. The total footage of buried cable Alltel placed to eliminate aerial plant was 10,132. The aerial plant removed was greater than the buried cable placed because many sections of the old aerial plant were unused but were removed due to safety hazards after the storm. With respect to substations experiencing storm damage, Alltel's Winnie Central Office suffered minor roof damage.

As a result of this catastrophic experience, Alltel personnel learned several important lessons. First, Alltel discovered that in two areas it had a greater need than expected for generator power. Second, Alltel confirmed that underground or buried plant was preferred to aerial in such storm activity. Third, Alltel was forced to contract with an outside vendor to supply fuel from Florida since the mass evacuation of the Houston area made the process of securing fuel virtually impossible; this lack of access to local power stations and merchants made Alltel's daily operations like fueling vehicles and feeding workers extraordinarily difficult. Fourth, Alltel determined the need for a local management tracking system that maintains the management structure during an evacuation and also manages/tracks employees' mandatory evacuation locations and returns to the area. Overall, Alltel discovered the strength of its local and corporate-wide workforce.

Alltel appreciates the opportunity to provide the Commission with this insight into Alltel's experience regarding the recent hurricane activities. Please direct any correspondence or questions to Kimberly Bennett at (501-905-6074).

Respectfully submitted,

A handwritten signature in black ink that reads "Kimberly K. Bennett". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Kimberly K. Bennett

cc: Brian Almon and Nara Srinivasa (via electronic delivery)