Media Release

Oregon PUC approves Lumen Safety Compliance Plan, warns company of penalties if milestones are missed

SALEM, Ore. – The Oregon Public Utility Commission (PUC) has approved Lumen Technologies' revised Safety Audit Compliance Workplan, which lays out the company's plan to fix outstanding safety issues and meet PUC requirements for safe and reliable telecommunications service.

In approving the plan, commissioners noted Lumen's repeated delays and inconsistent follow-through on past safety findings. Those slow responses have created a backlog of unresolved violations across the company's system.

Earlier this year, the Commission directed Lumen to submit a corrective plan after identifying major delays in the company's response to safety audit report findings from PUC staff. State law requires telecommunications companies to maintain their systems in a condition that ensures safe and reliable service and Commission rules set deadlines for fixing safety concerns.

Lumen submitted an initial plan in May, but staff found it did not meet Commission expectations. Since then, Lumen and PUC staff worked together to improve the plan. The revised version includes specific timelines for correcting National Electrical Safety Code (NESC) violations identified by PUC staff during field audits and finishing outstanding pole transfer work by December 31, 2026.

During the public meeting, utilities that host Lumen attachments on their poles said they continue to see slow responses from Lumen on joint-use safety issues, including work needed on shared poles. Many of the concerns raised go beyond the scope of the PUC's field audits and raise public safety concerns. Because of this, the Commission directed PUC staff to gather more information on these additional issues and provide a recommendation to address any issues identified.

"This revised plan provides a clear path forward and sets firm expectations for Lumen," said PUC Chair Letha Tawney. "If Lumen doesn't follow through and meet the requirements set in the workplan, the Commission will pursue financial penalties. Oregonians deserve safe, reliable service, and we will hold the company accountable."

By approving the plan, the Commission confirms that the revised plan meets expectations set in the April 14, meeting and outlines the steps needed to resolve the backlog of outstanding issues identified in audits. The Commission will continue monitoring Lumen's efforts to ensure continued compliance.

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Customers who have questions about telecommunications service issues or need help understanding their rights can contact the PUC's Consumer Services Team at 503-378-6600 or 800-522-2404, TTY or dial 711, or email puc.consumer@puc.oregon.gov.

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Media Resources

Select comments made by Commission Chair Letha Tawney at the public meeting

Link to the full public meeting recording

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