

Dammeron Valley Water Works
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Dammeron Valley, UT 84783
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November 25, 2005

Public Service Commission
160 East 300 South
Salt Lake City, UT 84111

Attn: Steven Goodwill, Administrative Law Judge

Re: DVWW vs. Utah Power & Light -Docket No. 03-35-04

Dear Judge Goodwill;

I just wanted you to understand our goal in the above mentioned complaint. When this problem came to light we had submitted a bill to Utah Power for \$17,071.40. It was sent back to us telling us that it was not their problem, and we would have to deal with it. In the initial hearing with Judge Tingey we explained that the repair costs for a small water system was too great and that the power needed to be improved. In addition to the problems with our well motors we were constantly changing out the radios in our telemetry system due to the burning out. Our computer also had problems due to power issues.

Our most recent outage was found to be a manufacturer's defect, Franklin Motors has replaced the motor we just lost, and stated that it is highly unlikely that a leaking seal could have been the problem on any of our other outages. Apparently leaking seals are not very common.

Since that initial bill we have incurred an additional \$16,490.80 in charges from Southwest Sales for visits to our well site with Utah Power, to check their meters, and all the changes Utah Power has asked us to do to our system. This does not include the two more motors that were lost in 2004. There was no improvement in our power until early 2005.

I have sent in letters from residents of Dammeron Valley to show it was not just a problem we had, power has been a problem all through the valley, and this included Feller Stone. I have been told by several residents that the power

has improved in the past year. This makes it very hard to agree with Utah Power that they have made no changes to the system.

We have now installed a telemetry system that includes a voltage recorded that records all three phases of power. We now will be able to track any significant fluctuations in power. Now we are at a point where things have improved and we, at considerable expense, have the ability to now monitor the power fluctuations. Utah Power's monitors never seemed to work when we had problems.

I have to wonder if it is right for our company to have had to absorb the huge costs to us for inadequate power. Utah Power will argue this, but there should be some responsibility put on them for this. We have not added up all of the costs of this problem, but just the big bills total over \$33,000. For a company that operates with very little profit, we only 388 customers, that is a heavy load. We will be paying on this for years to come.

Utah Power has continued to point the finger back to us regarding the power problems. They are anxious to get this behind them, while I understand that, I feel we should be compensated for some of the costs to us. The bill for \$16,490 was for additional grounding, many trips to meet Utah Power at our well sites, new surge protection, even though the surge protection we had met the standards for the pump manufacturer. We still had problems after all this was completed. We have not included any of the travel costs for the many hearings because Utah Power also had those costs. I would like to see Utah Power issue us a credit for power to either Dammeron Valley Water Works or to The Dammeron Corporation which is in the process of developing two new phases in Dammeron Valley. I think that accountability is important and although there is no absolute proof that the inconsistent power was the cause of the problem, there is also no proof that it wasn't.

While we appreciate the fact that our power is now improved, there was quite a financial burden put on us. It also took over 2 years to get the power to improve. I will look forward to seeing you on the 29th. I have attached our consultant's opinion.

Thank you,

Carol Thorpe
Manager

Attachment A

Final Report

After a review of the documentation and several on-site visits it is my opinion that the possibility of voltage problems at the Dammeron Valley Water Company site can not be excluded as a contributing factor to the pump failures experienced by the Dammeron Valley Water Company over the past several years.

PacifiCorp has stated that the voltage quality as measured at the metering service to Dammeron Valley Water's well house has been normal, it should be noted that monitors were not connected at the times when pump motor failures occurred, and that on one occasion when a meter was connected at the time of a motor failure, the meter malfunctioned as well.

It is my further opinion that PacifiCorp has implemented improvements in their power delivery system over the past few years. These improvements have resulted in a noticeable improvement in power quality as manifested by a reduced number of pump failures and protection system trips.

Signed,

Hugh Vanderborgt