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To: <lmathie@utah.gov>
Date: 1/6/04 8:24AM
Subject: Utah Power & Light Concerns

TO: Public Services Commission
FROM: Wendy Morgan
DATE: January 6, 2003

Our residential area was without power on November 1, 2003 for 24 hours, and then again for 3 consecutive days from December 26 to December 29. Our area borders Little Cottonwood Creek at 7500 South between 1600 and 1900 East. The power lines along Little Cottonwood Creek have become overgrown with trees and vines. Many calls were made in the past several years to Utah Power and Light requesting these lines be maintained by trimming trees and vines, but UP&L did not respond. It is our observation that UP&L no longer performs maintenance but rather deals with this situation on a crisis basis. We have lived in this area for 15 years, and have never experienced but minor, 2-3 hour outages during these 15 years. Now, in the past 2 months, we have experienced 2 major power outages. It seems this will continue unless UP&L takes responsibility for this maintenance. It is my understanding that UP&L is actually owned by Scottish Power. It seems that Scottish Power does not have an understanding of a mountainous climate where snowfall is to be expected, and prepared for.

I called UP&L multiple times during the outage to make certain they were aware that our area was out. It seems because our outage affected only 60 homes, we were low priority, and it was over 48 hours before any UP&L trucks or privately contracted trucks were in our area.

My concern is for the residents of the Meadows Mobile Home Estates that are affected by these severe outages. Their power was also out for 10 hours last week on December 28 due to a blown transformer. Many residents in these Mobile homes are elderly. Many are on oxygen or in motorized wheel chairs. I checked on several residents ages 87-92 to help make arrangements to find warm places for them to go. UP&L has a responsibility to provide heat and electricity to these customers. These power outages can be life threatening to these elderly people. Please assure me that my concerns are heard and addressed.

Wendy Morgan jmorgans@bigfoot.com