

Arch Frantz
801.272.1852
2030 Marwood Drive
Holladay, UT 84124

W/O power for 84 hours. Went out 3:22 a.m. Friday morning. Got power back Monday afternoon. Was in touch w/ UP&L information, they were courteous but they couldn't tell you anything, just read from a script. Know his outage was reported. Called 911 to make sure they would report it to UP&L. Monday before they had someone come out and make an evaluation. All it was a blown fuse. Understands they were busy. Doesn't seem that much was done beyond excuses to get peoples power back. He read in the paper that they were undermanned in getting power back in. They should have backup available for smaller areas. The areas w/ fewer homes really took it on the chin. Only 4 homes that were without power for 84 hours. Understands that the crews did what they could, the fact is that they were undermanned that they couldn't do it in time so people went w/o power. Says power company does a good job in general. Did less than they could've done.