

From: Christopher Love
To: rlwilson@utah.gov
Date: Monday, December 29, 2003 8:26:53 AM
Subject: Recent outage

We live in the southeast section of Salt Lake valley, approx. 20th east and 83rd south. We were without electricity for about 40 hours as a result of the recent storm. I understand natural disasters and other circumstances occur over which the power company has no control and the recent storm, which damaged so many trees, may be such an example. However, my subjective opinion, and I'll admit it's just that, is that the "new" PacifiCorp does not bring the same standard of service to the table that the former Utah Power and Light did. The power in our subdivision goes out frequently and it always seems, just as it was with the 40 hour outage, that we are in an isolated pocket that doesn't have power. Just a few blocks away, in every direction, the power is on. Does anybody track these outages for statistical purposes? Are there any kind of service performance standards in place that PacifiCorp has to meet? I've lived in Utah since the 60's and society has made vast technological improvements since then but I cannot recall ever being without power for 40 hours before. Will there be an investigation to determine whether PacifiCorp planned appropriately and had the resources in place to properly address this outage?

From: Christopher Love
To: Logan, James; Wilson, Rebecca
Date: Monday, December 29, 2003 8:52:45 AM
Subject: Concerns about Pacificorp

One thing I forgot to mention in my earlier e-mail was the abysmal customer service Pacificorp provided with respect to providing information to those customers that were without power. You couldn't get through to a service rep. and the automated system was either broken or would fail to provide any useful information. When faced with that kind of crisis the company should be providing updated information on a regular basis. Surely they had a plan in place for restoration and must have had some estimates as to what areas were going to come on line when. With that kind of info. customers would have been in a much better position to make an informed decision as to whether they should stay home or seek shelter elsewhere. Pacificorp's solution was to put people in an endless phone loop and tell them nothing.