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**Date:** 1/6/04 8:27AM  
**Subject:** Performance of Utah Power and Light During Late December 2003Snowstorm

Two family members in their eighties who reside in the center of Holladay were without power for nearly 72 hours during the outage caused by the snowstorm. The area affected was parts of several city blocks, perhaps one hundred homes.

We are all praise for the crews who restored power under difficult conditions. However, we are not happy with Utah Power and Light's overall performance and observe the following:

1. Since so many crews were not regular UP&L employees, has the company reduced its own in-house trouble-shooting staff and capacity too low, thus requiring the use of outside firms to do too much of the work? However accustomed to working for UP&L, such outsourced crews will inevitably cause delays, owing to communications, logistical and management problems as compared to using UP&L crews.
2. The ability to obtain useful information from the company by telephone or Web site in order to plan whether to evacuate family members, place them in hotels, provide for their care, etc., is severely limited and must be improved. We do not expect to be able to be told when repairs will be made. We do expect to be able to be told where on the priority list our family's neighborhood outage is and the approximate rate that outages are being cleared per hour.

With this information ordinary families and those additionally responsible for elderly family members can plan for lodgings, meals, rescheduling of their own work, etc., in response. We called several times and were given only the vaguest, most general and most untimely of responses and were sometimes met with surly attitudes as well. This poor communication must be improved to the maximum extent possible.

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