

From: "Gary T. Forbush" <gforbush@hotmail.com>
To: <lmathie@utah.gov>
Date: 1/5/04 4:36PM
Subject: Complaint Regarding Pacific Corp Service Outages - Carriage Crossing Subdivision

I am writing you today representing the Carriage Crossing Homeowners Association in Sandy, Utah. I am one of three volunteers members of the Homeowners Association. We live in a newer subdivision (3 - 6 years old) of 89 homes with all underground electric services (8400 South and 10th East). Approximately 80 of the homes have been affected during both outages.

In the last two months, our entire neighborhood has experienced two lengthy outages. One on October 31, 2003 that was 19 hours in duration, and another on December 31, 2003 that lasted for 36 hours. We all had difficulty notifying Pacific Corp of the problem and am very disappointed with the frequency of outages we have experienced. We have had probably 5 other shorter duration outages in the last year. How can this happen in a new neighborhood? What can be done to redo the source of our power?

Desired Outcome - Would like Pacificcorp representatives to attend our homeowners meeting in March to explain the issues that are causing the problem. We would also like information on how they plan on fixing the problems so that it does not happen with such frequency. It is not consumer friendly!

I would be willing to talk to anyone regarding this situation we have experienced in hopes that Pacific Corp will be held accountable and address these ongoing service reliability issues.

Kind Regards,

Gary T. Forbush
801-647-9302

P.S. If you know if there will be public comments, please let me know and I will try and attend the meeting tomorrow morning.

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