

Richard M. Maxfield
626 Park Street #5
Salt Lake City, Utah 84102
801-531-9571
Utah Power Account #17846326-0012

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SERV. DIV.

January 12, 2004

Utah Public Service Commission
160 East 300 South
Fourth Floor
Salt Lake City, Utah 84111

Attention: Rick Campbell, Constance White, & Ted Boyer

RE: Granting "force majeure" status for Utah Power for the December 2003 snow storm.

Commissioners,

After living through 65 hours of power outage caused by the December, 2003 snowstorm, and the immense frustration resulting from dealing with an unresponsive electrical utility, I ask you to not grant "force majeure" status to Utah Power in this situation.

Like so many other complaints which you have already heard, I too notified Utah Power of the outage in the early a.m. hours of 12/26/03. Two of my neighbors notified the company of the problem before 4:00 a.m. One of these neighbor's clock stopped at 2:50 a.m., the time of the outage. My neighborhood did not receive power again until 12/28 7:40 p.m.

Subsequent calls on 12/26, 12/27, and 12/28 by me and my neighbors to the customer service center (when we could get through) informing them of a wide spread outage in our neighborhood, with visibly broken power lines on my block, were answered with unresponsive representatives, or even "we show no trouble ticket at your address," or "I can put in another trouble report."

After three days of living in sub freezing temperatures without power and therefore heat, I called my city councilman, Nancy Saxton, and asked her to get involved in restoring power to the 80 residences that I knew were without it. She had a Utah Power community relations manager call me to verify my address alone had a trouble ticket on it. Four hours later a subcontracted repair crew from Wasatch Electric arrived, and two hours later all but one of the homes had power restored.

I received three phone calls on Monday, 12/29 from Utah Power representatives