

EARL E. CONROY  
1930 SOUTHMOOR DRIVE  
SALT LAKE CITY, UT 84117  
(801) 278-8247

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January 16, 2004

UTAH PUBLIC SERVICE COMMISSION  
160 EAST 300 SOUTH 4<sup>TH</sup> FLOOR  
SALT LAKE CITY, UT 84111-0000

ATTENTION: RIC CAMPBELL, CHAIRMAN  
OTHER COMMISSION MEMBERS

This letter is written in response to the hearings and investigation currently in progress concerning the electrical power outage that occurred starting on December 26, 2003 on Utah Power service lines in the Salt Lake County area. My concern extends to a time period starting in May 2000.

Enclosed is a copy of a letter addressed to Utah Power concerning electrical outages at my resident from May 2000 through December 2003.

The December 2003 outage was not an unusual happening for me and the other residents on the same service line. Reporting the outage immediately as I did and finding it impossible to determine my report was received was very frustrating. Computer systems have problems. Everyone who works with them knows that to be a fact. Utah Power not having a backup system in place is a display of a lack of customer service orientation. It appears executives have in the past held expenditures down for some reason other than servicing customers.

As for trimming trees, I have related that in the attached letter to Utah Power. Also, from reading the articles in the TRIBUNE I believe this area of preparation is being well addressed by others.

I can honestly state that when Pacific Corp purchased Utah Power I questioned what would be the result for customers in Utah. When the organization from Scotland was allowed to purchase Pacific Corp I had even more concern for us Utah customers. I have read in the newspaper the concern and apologies of the electric company executives. Then immediately they label this snowstorm event a "force majeure". This translates into the rate-payers, the customers, bearing the responsibility for the expense of restoring electrical power after the snowstorm.