

RECEIVED EARL E. CONROY
1930 SOUTHMOOR DRIVE
SALT LAKE CITY, UT 84117
Jan 21 8 20 AM (801) 278-8247

SERVICE CENTER

January 16, 2004

UTAH POWER
P.O. BOX 25308
SALT LAKE CITY, UT 84125

ATTENTION: RESIDENTIAL POWER SERVICE / LINE MAINTENANCE

This is a request for an investigation into the reasons for electrical power interruptions 1930 Southmoor Drive (5190 South), Salt Lake City, account number 28495146-001, telephone number (801) 278-8247.

I have owned this property for almost four years, May 2000. The first change I made to the property was to have shrubbery and trees removed. The electrical power line for my house is an above-ground line on the south property boundary line. One tree that was removed was within two-three feet of a utility pole on which a transformer was located. It had grown up into the lines and near the transformer. The tree was so 'involved' with the electrical power equipment that I inquired of the estimator of the removal service organization if Utah Power needed to be contacted before removing the tree. After the trees and shrubbery were removed one neighbor, a long time resident immediately east of my property told me my neighbors would thank me for removing the tree. It was believed the tree caused power outages at least for those served by the above-mentioned transformer. Removal of the tree may have helped; I do not know. But I have personal knowledge that there have been many power outages at my house. I have lived in this general area of the Valley in four other houses in the past forty years, and I have never experienced such frequent power outages.

The season of the year did not govern when the past outages occurred or did not occur. Outages would occur when rain fell; when the wind blew; and, when we did not observe any 'weather'.

I have experienced outages that lasted less than thirty minutes and many that lasted four to five hours. I never knew the reason why the outage occurred. When I have outages I have visually observed and made contact with neighbors served by this same line and found they did not have electrical power. So I know it was not always a problem with this transformer. I have never observed a power outage for the houses on the north side of Southmoor Drive. These houses are served by an above-ground line on the north property line for those houses. The second row of houses to the south of mine, I only once observed the electrical power being out.