



State of Utah

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Lieutenant Governor

**Public Service Commission**

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Commissioner

TED BOYER  
Commissioner

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January 7, 2004

David L. Buhler  
Salt Lake City Council Member  
Office of the City Council  
451 South State Street, Room 304  
Salt Lake City, Utah 84111

Dear Dave:

Thank you for your letter of December 30, 2003 regarding the recent power outages. We met with Utah Power yesterday in a lengthy meeting to begin our investigation. It is clear to us that inadequate service was provided to you and your constituents. We have made clear to Utah Power that this is unacceptable.


You raised a number of questions that will be included in the investigation. The Commission intends to evaluate a broad range of issues. Some of these issues include the level of investment in preventive maintenance (including tree trimming), staffing levels, the automated outage system and adequate backup systems, emergency response plans, prioritization of repairs, and plans for avoiding and dealing with future outages.

While we do not manage the utility and control its day-to-day operations, we take seriously our responsibility to regulate the overall quality of electric service and to make sure that service is provided at a reasonable price. Thank you for expressing your concerns and your interest in these vital utility services.

Sincerely,

  
Ric Campbell

  
Constance White

  
Ted Boyer

cc: Mayor Anderson  
City Council Members  
Klare Bachman, Utah Department of Commerce  
Bill Landels, PacifiCorp  
Gina Creeze, Utah Power