

Winger Electric

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PUBLIC SERVICE COMMISSION

Public Service commission
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Salt Lake City, Utah

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January 17, 2004

To Whom it may concern

With the recent electrical power outages in the Salt Lake area there has been a great deal of discussion as to whether Utah Power and Light is responsive to the needs of it's customers. I would like to express my concerns in this area and tell you of my experiences with Utah Power and Light during this period of time.


During our big snow storm in December 2003 a tree limb took the incoming power line down on the building of my customer, WML Insurance located at 838 East 3300 South, Salt Lake City, Utah. Although the building still had power the cable laying in the snow could have been a potential hazard to anyone who might approach it. It was in excess of two weeks before Utah Power and Light responded to the call. When they did come the customer was notified that he would have to have the damage to his entrance service repaired by someone else and the service conductors were left laying in the snow. Wednesday January 14 2004 we tried to make arrangements with Utah Power and Light to have the service disconnected so we could repair the damage and then have them re-connect the service. We could only talk to someone in Portland Oregon and were told it would be about two weeks before they could come out and they could not give us a day or time. When we insisted that this was a hazard they still would not allow us to talk to a dispatcher or lineman or make an appointment to meet someone but did finely dispatch a repreesentative to the location. Upon arriving he informed us that he could not arrange for the power to be shut off and re-connected for us but that if we called Portland early on Friday January 16, 2004 and told them the power line was lying in the snow someone would be dispatched and they could disconnect the power.

Following these instructions we were successful in getting a lineman from Utah Power and Light to come out on Friday Morning and Shut off the power so the work could be done however he refused to give us a local number to contact him or anyone else to have the power restored. The lineman could only referr us back to the same old phone number in Portland that either could not or would not help us before. He then disconnected the power so we could repair

the damage. After having our work inspected and approved by the Salt Lake County building inspector it was necessary to again call Portland and get a second work request to have the power re-connected. I do not know why a work request to re-connect the power was not made when I placed the first request. I had certainly explained what I was trying to accomplish. When no-one came to re-connect the power I spent the remainder of the day making phone calls to Portland. At one point I was asked to Fax a copy of the building inspection report to Portland to Craig at 1-888-800-2851. When I called back to see if Craig had received the fax I was told by the person on the phone that they did not know who Craig was and I would have to send a second fax to Chris before a work request could be issued and he could not tell me when the work would be done. Chris said the work is scheduled by the dispatcher and he did not have a number for the dispatcher.

The power was disconnected at my request at 8:00AM January 16, 2004. The work on the Service entrance was completed by 9:30 AM January 16, 2004. The County Inspection was performed at 10:40 AM January 16, 2004. The power was re-connected at Approximately 7:00 PM January 16, 2004. During this time the insurance company was shut completely down they had no telephones, no heat, and no lights and no way to contact or be contacted by their customers. This repair could have and should have been performed with much less disruption to WML insurance company business and fewer problems if it were simply possible to talk to a dispatcher or lineman at Utah Power and Light to schedule a time that would benefit everyone. I would have been more than happy to meet any schedule that would work for Utah Power and Light if it were only possible to find out what that schedule might be. Utah Power and Light is difficult to do business with. They are not user friendly.

Sincerely


Richard E. Winger

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