

From: "The Perry Family" <cabrzama@hotmail.com>
To: <jorchard@utah.gov>
Date: 2/19/04 3:30PM
Subject: Important Point

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UTAH PUBLIC
SERVICE COMMISSION

Regarding the recent extensive power outage that your commission is investigating, I just want to make sure one point is made that concerns only my particular neighborhood.

I live in Woods Cross and my pocket of neighbors about 50-75 of us have had numerous outages, whereas our surrounding neighbors (some of which are literally just a house away) have not had any interruption in service (even during the large storm that affected so many of us).

Why is this?!

This is retorical, the reason as I understand it is because our circuit is extremely unstable (even right now) because in late 2002 a small plane attempting to land at the neighboring airport hit a power line that knocked out our circuit. Because of the long paperchase involved in the insurance claim process this circuit has never been adequately repaired. As was shown to one of the neighbors, the pole that was most affected by the incident is still lose (unstable and not fully repaired) and, therefore, easily suseptible to future outages.

When I learned this I was outraged that this has been the cause of dozens of outages in our neighborhood. Utah Power can not be allowed to get away with this level of service. Electricity is an incredibly important service and when properly maintained and serviced works very well. But to go through the garbage we had to go through all because of an incident that ocured more than a year early is completely unacceptable to me.

To add insult to injury, we have no claim on Utah Power's offer to credit customers who went without power because, even though we were without some 60+ hours in total in the days following Christmas, it was not consecutive. I believe the most consecutive we had was around 35 or something like that. And now I hear that Utah Power has received approval to raise our rates by 6%.

I appeal to you to send a message (financial) on our behalf that this level of service and the level that others no doubt received is simply unacceptable. If I could change power companies to Bountiful electric I would, otherwise my recourse is in your hands--please send a message to them!

You can reach me at 294-1331 if you have questions.

Sincerely,

Doug Perry
Woods Cross

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