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Salt Lake City, February 2, 2004

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UTAH PUBLIC
SERVICE COMMISSION

July Orchard, Secretary
Public Service Commission
160 East 300 South
Salt Lake City, Utah 84111

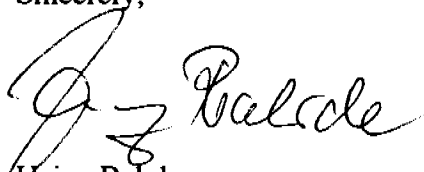
Because of the outage, I hereby want to file a complaint. We had no power from December 25, 1 PM to December-30, 9:30 pm. We both have health problems. I, Heinz Rahde had a recent open-heart surgery – valve replacement. And my wife, Gisela Rahde had a knee replacement in December 2003. We had to stay during the outage period at our daughter.

When we returned the freezers had thawed and the bloody water had run over all the food and seeped under the carpet. The moldy rotten smell was awful. We had to discard all the food – worth about \$ 1,300.00 and had to replace all the carpet, worth about \$ 2000. The power supply to our garage door opener and the Freezers in our garage do not work. We feel strongly that we should get reimbursed for our loss and our inconvenience.

We do not understand that the service to repair the electrical facilities took that long. Utah Power and Light was much more efficient. When I called the friendly lady on the phone, I told her I felt like being in Afghanistan. I ask myself whether the executives with their astronomical salaries do even care about the customers. With the proper management and safety preparations the outage we experienced should not happen.

It seems like we get hit by every major storm and we always had an outage (so far at least 5 times) around Indian Rock Road. However, it never lasted five days. The service in the past was a lot faster. May be better care was taken of the trees, because prevention is a lot cheaper than repair. I hope something can be done.

Sincerely,



Heinz Rahde
5498 Indian Rock Road
Salt Lake City, UT 84111