

UTAH PUBLIC
SERVICE COMMISSION

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Mr. Richard Walje
Executive Vice President, Utah
Utah Power and Light
201 S. Main St.
Salt Lake City, Utah 84111

RECEIVED

Today, at approximately 4:00 pm, we received our US mail, which included your companies' letter. Your correspondence apologized for our 44-hour outage during the storm of December of 2003.

As you know, we were not inconvenienced long enough to warrant a rebate on our bill.

At 5:40 pm today, our power has again gone out. We heard a transformer blow south of our home. I immediately called your service center to report the outage. The power was restored at 10:20 pm.

Apparently, your December problems aren't quite fixed. The cause of many of the December outages wasn't really the storm, but the years of untrimmed tree branches that fell across power lines.

Now it is June 9th and our power is out again!

Would you be so kind as to get with your people and let us know what is a good time of the year for your company to provide uninterrupted service?

Raise rates, but please back it up with better service and reliable facilities.

Thank you,

Jack and Annette Johnson
7229 So. 1600 East
Salt Lake City, Utah 84121

Cc: Utah Public Service Commission



June 7, 2004

Annette J Johnson
7229 S 1600 E
Salt Lake City UT 84121-4717



Dear Annette J Johnson,

The Utah storm of December 2003 challenged Utah Power as no other has before. From trying to access downed lines to working around technology failures, Utah Power had a monumental task to restore power to 190,000 customers and return its electrical system to full service amidst adverse conditions.

We did it, but not without significant negative impacts to our customers, our communities and other important stakeholders. We are capable of doing much better, and we have looked closely at what went wrong and areas where improvement is needed.

A comprehensive inquiry into the storm's damage to the electrical system and the company's response is complete. This report was prepared in consultation with the staff of the Utah Public Service Commission, Division of Public Utilities and Committee of Consumer Services. We are committed to pursuing the recommendations in the report in order to give customers better service should a storm like this happen again.

Our goal continues to be supplying safe, reliable power to Utah. We are dedicated to learning from this experience and continuing to make improvements to our operations and customer service to ensure we meet Utah's needs.

The full report and a summary are available on-line at www.utahpower.net. If you would like a summary of the 300-page report, please call us at 1-800-222-4335 or send an e-mail to storminquiry@pacificorp.com.

Best regards,

A handwritten signature in cursive script that reads "Rich Walje".

Richard Walje
Executive Vice President, Utah