

From: <SERVER@dpu.utah.gov>
To: <utilcomp@utah.gov>
Date: 3/16/2009 10:31 PM
Subject: Online Complaint Submission

UTILITY CUSTOMER:
FROM: John McIntosh

SERVICE ADDRESS:

UTILITY: You guys
ACCOUNT NUMBER: 801

COMPLAINT TYPE: Other

COMPLAINT: I am extremely unhappy with the new area code. This is ridiculous, if you wanted to institute a new area code, then make a new damn area. I'm tired of having all my calls end in errors when I forget to dial the area code. Why not simply default all calls to the area code that you're calling from. Or better yet, scrap the whole system and start over. This is causing everyone a huge amount of inconvenience, and it's really annoying. Sure, no one is dying in the streets, but given that there is no good reason not to make a new area for this new area code rather than this convoluted overlay system why don't you just fix it?

SUGGESTED RESOLUTION: Make a new area for this new area code covering utah county or davis county and forget this insane overlay system. Alternatively, just default all the calls to the area code from which they are made (you know, like it is everywhere else in the known universe).

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