

HOLT FARMS, LLC

Utah Public Service Commission
160 East 300 South
PO Box 45585
Salt Lake City, UT 84145

95 East Main Street
PO Box 130
Enterprise, UT 84725
PH: 435-878-2241; FAX: 435-878-2243

23 November 2010

RE: Customer Service in the Escalante Valley

Dear Public Service Commission,

We are aware that Mr. Terry Gardner, a senior linemen for Rocky Mountain Power, is retiring at the end of this year. We first want to let you know that we have appreciated Mr. Gardner's service to the customers in our area. He has served us professionally and has been highly responsive to our needs.

We are one of several farming operations in the "Escalante Valley" (an area west of Cedar City, Utah). Our primary account number with Rocky Mountain Power is: 67092306-001 6. This account has meters at approximately 40 different locations. Most of these locations are irrigation wells and agricultural product processing sites. As you can see from our billing history below, our usage for 6 months of the year accounts for nearly \$370,000 in cash flow to their company.

5/12/10 = \$20,905.16
6/11/10 = \$62,595.19

7/13/10 = \$88,802.75
8/12/10 = \$82,923.66

9/13/10 = \$94,148.15
10/12/10 = \$19,868.04

The nature of agriculture is such that power outages can have a critical effect on our operations. We have historically seen work orders expedited greatly by having a lineman living in our area. Mr. Gardner has worked diligently to know the distribution system thoroughly, ably spotting safety issues such as cracked insulators, unsafe poles, potentially deadly panel configurations, etc. Human safety has been greatly improved because Mr. Gardner has been able to respond to emergencies so quickly. As an example, we recently had an outage while Mr. Gardner was on vacation. It was close to 9 hours before power was restored because the responding crew was unfamiliar with the system and had to travel a long distance to get here.

We believe that the combined usage of the many farmers in the Escalante Valley warrants having a lineman residing here. We ask for any leverage you could offer in our request for the hiring or transferring of a Rocky Mountain Power employee to our area to replace Mr. Gardner.

If this request could be better handled by a certain department in your organization, please see that this letter gets forwarded to the appropriate office.

Thank you for your consideration, and please feel free to contact me (435) 231-2514, if you have questions.

Sincerely,



Randall Holt, Manager