

✓ Gen. Ack  
sent 6/4/05

✓ Marilyn  
for Investigation  
of Outages

✓ To Comms  
; It

**Jean Jewell**

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**From:** Jean Jewell  
**Sent:** Monday, June 06, 2005 1:54 PM  
**To:** Jean Jewell  
**Subject:** FW: Complaint acknowledgement

PAC-E-05-01

-----Original Message-----

From: Ed Howell  
Sent: Monday, June 06, 2005 2:39 PM  
To: Front; Beverly Barker; Ed Howell; Tonya Clark  
Subject: Complaint acknowledgement

WWW Form Submission:

Monday, June 06, 2005  
1:39:09 PM

Name: Randy John  
Street\_Address: 570 No. 200 West  
City: Malad  
State: ID  
ZIP: 83252  
Home\_Telephone: 208-766-4191  
Work\_Telephone: 208-239-5243  
E-Mail: rjohn@phd6.state.id.us  
Home\_Business: Home  
Business\_Name:  
Business\_Street\_Address:  
Business\_Phone:  
Complaint\_Company: Utah Power and Light  
Local\_Provider:  
Contacted\_utility: yes

Complaint\_description: I understand this utility is asking for a 14% rate hike. In the past three months there have been no less than three power outages in the Oneida County area that have lasted five hours or more. One, maybe two in a real stretch, but not three. The company's level of service should be taken into account before any rate hike discussion takes place.

Transaction ID: 661339.8  
Referred by: <http://www.puc.state.id.us/scripts/polyform.dll/cons>  
User Address: 164.165.193.15  
User Hostname: 164.165.193.15