

To PSE

Field of Dreams (FOD) is a 99 lot development in SW Thurston County. The subdivision currently contains 93 single family homes and 6 lots which have not been developed. The lots are approximately ½ acre each and are served by a community water system and individual septic tanks which pump to a community drain field. Electric power to the FOD is provided by Puget Sound Energy (PSE) and originates from two grids. Power to 69 lots which are east of the wetlands travels through transmission lines along Crockett St. connecting to the FOD at 118th. Power to the 30 lots west of the wetlands is sourced from transmission lines along Gifford Road connecting at their confluence to FOD. All utility, water and sewer lines within the FOD development are buried.

Most who live in PNW and certainly FOD understand that occasional power outages will occur. Outages of 1-3 days are considered normal and acceptable. For short periods a family in FOD can source water for drinking, cooking, toilet use. Freezers left unopened will keep contents frozen and most refrigerated items will remain usable. Periods of extended outage will, along with causing significant discomfort and inconvenience, cause the inability to continue use of our septic tanks or any household use of water. Other costs to FOD homeowners from long term power outages have included:

Generators and cost of operation (initial cost, wiring home, fuel & maintenance)

Cost of relocations/meals due to loss of power (lack of heat, water, septic system)

Lost income (many homeowners work from home offices)

Loss of freezer/refrigerated goods (in many cases this has been several hundred dollars)

Home damage (in at least two instances thaw from refrigerator ice makers has caused substantial water damage to hardwood floors of an absent homeowners)

In December of 2006 the west 30 lots in FOD, not including the other homes along Gifford were without power for 8 days and now just over five years later the same households again experienced 9 days with no electric service. During these same periods the east 69 lots in FOD experienced outages of 5 and 7 days respectively. Additionally, the western FOD lots uniformly lose power on a more frequent basis and for longer durations than the easterly portions of the development. This is astonishing when considering the FOD's proximity to the city of Olympia. During these outages customer service representatives were only able to give generic information and did not appear to have a clear connection to or input from field operations. The receipt of vague and condescending information only fueled frustration with your organization.

This level of service is **unacceptable**. Collectively few if any of the FOD residents have previously experienced the durations of power loss that have occurred in this neighborhood in the recent five year period. Although significant, these storms have not been extreme by PNW standards. Management at other utility providers appear to be much better prepared for storm events than PSE has been. Although storms will cause outages to transmission lines the lack of preventative maintenance (vegetation control) appears to have compounded damage more frequently to PSE customers in the FOD neighborhood, particularly the west lots. It would appear that PSE has long been aware of the need to maintain clearance of their lines adjoining private property, but has done little to deliver remedy to this situation. Perhaps PSE should pursue an active outreach program or even legislation, if necessary, to accomplish this objective.

The residents of the FOD respectfully request a response from PSE on how they intend to manage improvement of future service to their FOD customers and particularly to those in FOD on the west grid. We also ask you to consider connecting our entire neighborhood to power originating from the east grid.

Greg Keylock