

Customers praise employee storm recovery efforts

September 2, 2008

Before APS crews had restored power to all customers affected by Thursday and Friday nights' storms, the calls and e-mails of praise and thanks were coming in.

One customer called the Call Center to thank APS for making dry ice available to our customers. As the customer noted, with everything the crews were dealing with, APS took the time to think of providing the dry ice. She said we didn't have to do that; it was extremely considerate of APS and she wanted her comments forwarded to the highest level.

In a voice mail message, another customer praised the diligence and professionalism of our crews, as well as that of **Robert Mills**, Senior Environmental Scientist, Environmental Field Operations, who evaluated the condition of a transformer that had fallen in the customer's yard.

According to **Pam Lansbery**, Manager, Customer Account Operations, a member of Attorney General Terry Goddard's office called "to tell me that she was in a location with a lot of damage and the crews were wonderful. They helped her get into her apartment (a big mess of poles, etc.) and had been working hard 24/7. She just wanted someone to know how great they were."

Kendra Cea, Technical Account Representative, Technical Account Management, kept City of Phoenix, Maricopa County and State officials updated on APS' progress in restoring power. One state employee, obviously personally affected by the outages, responded, "APS came to the rescue yesterday (Saturday) afternoon. Many thanks."

Cea also received an e-mail from a customer reporting what appeared to be *"a live line across his (a neighbor's) roof and leading to the downed electric light pole and smashed electric light box. No one has responded and we believe the line to be live. Children were gathered around the pole while the power was off. We think this situation is dangerous and hope you can help get it fixed. I realize you are swamped but this seems a priority. It's a neighborhood of dog walkers and children."*

Cea responded she'd look into it and get back to the customer. Within a few hours, the next e-mail proclaimed, *"Thank you so much Kendra. You must have done it because the trucks were here this afternoon and took care of the wires... We all really appreciate your help very much."*

As Cea said, "We were heroes again — though, I definitely can't take any credit for this ... except for being responsive on e-mail."

And Cea also received an e-mail from the president of the Encanto Citizens Association, who wrote, *"Thanks to all the hard work by APS crews."*

In a press release, Arizona State Treasurer Dean Martin, as Acting Governor (while Gov. Napolitano, Secretary of State Brewer and Attorney General Goddard were out of the state), stated, "I am very pleased with the quick action by Emergency Management Director Lou Trammell and his staff coordinating Maricopa County, local cities, the Red Cross, APS and SRP in their ongoing rapid response."

As a result of the two storms, about 90,000 APS customers were affected by outages. Twenty-seven APS crews and 12 contract crews responded to 138 locations with major damage including fallen trees, downed power poles and wires, and damaged equipment. APS personnel also responded to 51 feeder line relays. In addition, crews replaced 147 poles and identified many more poles that did not break for replacement and/or repair once the outage restoration work is complete.

Fifteen Vegetation Management crews responded to 250 locations requiring tree and limb removal, and APS volunteers distributed 11,700 pounds of dry ice.

Warren Leek, Director, Maricopa County Emergency Management, offered his praise and appreciation for the company's efforts, "Thanks for the outstanding work. We sure appreciate it!"

And perhaps Emergency Management Director Trammell summed it up the best when he said, "APS has been performing heroically."