

VAIL WATER COMPANY

January 28, 2020

To whom it may concern,

A Tucson Electric Power (TEP) electrical outage occurred at approximately 5:00 pm on January 27, 2020. Vail Water Company had two water plants that were directly affected, and one indirectly affected from the electrical outage. There were 1270 customers with no water due to this outage. Single phase power was restored by TEP to the resident's homes at approximately 10:30 pm.

Three phase power was not in an allowable operating voltage at that time to the water plants to allow the Vail Water technicians to operate the pumps to restore water service. Vail Water technicians were in constant communication with the TEP map room regarding this outage and at the time, TEP could not provide any reasoning of the voltage issues. At 7:00 am this morning, the power was verified to be in an allowable operating voltage, and water service was slowly introduced to the distribution system. Water service was fully restored at 9:00 am this morning.

Sincerely,



Keith Dojaquez
Registered Operator #OP022644
Vail Water Company