

# Informal Complaint Report

**Index Number:** 5360      **Company Name:** Moon Lake Electric Assn.

## CUSTOMER INFORMATION

**Customer Name:** McCollin, Jeff      **Account Number:**  
**Other Contact Info:**      **Phone Number:** (801) 243-7901  
**Customer Address:** Highway 35      **Other Phone:**  
**Customer Address:**      **Email Address:**  
**City:** Hanna      **State:** UT      **Zip Code:**

## COMPLAINT INFORMATION

**Type of Call:** Complaint      **Complaint Type:** Tree Trimming  
**Date Received:** 6/23/2014      **Date Resolved:** 6/26/2014  
**Complaint Received By:** Erika Tedder      **DPU Analyst Assigned:** 0  
**Utility Company Analyst:**  
**Company at Fault:**       **Actual Slamming Case:**       **Actual Cramming Case:**

### Complaint Description:

Mr. Jeff McCollin called to complain that Moon Lake Electric did unnecessary and unreasonable tree trimming on his recreational property. Mr. McCollin claims that Moon Lake came on his property without notice or permission to trim trees about a month ago. Mr. McCollin's property is parcel #'s 00-032-5860 and 00-0031-7660 in Hanna, Utah. There isn't a physical address, but he claims that the electric company is aware of the property involved. Mr. McCollin stated that he found out two weeks ago about the tree trimming and went to his property to investigate. He claims that the Company cut willow trees down to the ground, stripped them to look like totem poles, and took away privacy with their pruning. Mr. McCollin stated that the Company cut more than was necessary. He has attempted to work it out with the Company directly, but they called him today and declined to meet.

### Complaint Response:

From: Alan Haslem <ahaslem@mleainc.com>  
Date: Thu, Jun 26, 2014 at 8:20 AM  
Subject: Fwd: Re: Fwd: Fwd: UT - Jeff McCollin  
To: Erika Tedder <etedder@utah.gov>

Erika,  
Attached is the response to Mr. McCollin, and also included in this email are pictures of the trees in question. Please let me know if this will suffice in fulfilling the requirements of the complaint. Also let me know if you have any questions.  
Thanks,  
Alan Haslem  
CFO  
Moon Lake Electric  
Roosevelt Utah

June 25, 2014

Jeff McCollin  
1014 East Elgin Ave.

# Informal Complaint Report

Salt Lake City, UT 84106

Dear Mr. McCollin:

This letter is in response to the complaint filed with the Utah Public Utilities Commission regarding trimming trees on your property in Hanna. Moon Lake has the right, and the duty to trim trees that grow into our power lines, as they can cause outages and pose safety concerns. The trees on your property were contacting the power lines, and there was evidence of burning on contact.

Moon Lake maintains a 20 ft. easement on distribution lines, 10 ft. either side of center. Also, regulations prohibit anyone from constructing anything within 10 ft. of the conductor. This power line was in place for many years before the trees were planted. The fact that fast growing willow trees were planted close to the power line demonstrates a willful disregard of the easement, and the \$1,300 cost of trimming could be passed to you. This is the third time we have trimmed your trees, and Moon Lake tries to trim enough to revisit on a five year rotation.

Normally we attempt to contact the land owner prior to trimming, but this is not always possible, nor are we required to do so. Because you are not a member of Moon Lake receiving electric service, I don't believe we had contact information in order to notify you.

The trimming contractor cut a few of the trees at ground level, but these were in his opinion, dead or dying. He thought he was doing a favor in the removal of those trees.

As was expressed a few weeks ago in a telephone conversation between Moon Lake's CEO, Grant Earl and yourself, our preference would be the complete removal of the trees as they will be a continual problem and expense to our members. In that conversation you also acknowledged you understood the trees would not grow tall enough to interfere with the lines, and you were surprised when they did.

A solution would be for you to keep the trees trimmed away from the power lines, at your expense, so they are no closer than 10 ft. of the conductor. This would allow you to maintain the shape you desire, and Moon Lake would not be required to trim your trees.

We appreciate your desire to beautify your property, but we feel we acted appropriately in this case.

Sincerely,

Alan Haslem  
Manager of Finance  
Moon Lake Electric

Cc Erika Tedder Utah Division of Public Utilities

**Additional Information:**

Mr. Jeff McCollins' primary address:  
1014 East Elgin Avenue  
Salt Lake City, UT 84106

06/25/2014:

I contacted Moon Lake to verify regulatory contact, and was given a different individual than the one we had on file. I spoke to Allen Haslem CFO, and emailed him the complaint, along with the link to the Informal Complaint rule.

E.Tedder

06/26/2014:

I thanked Alan/Moon Lake and closed the case.

E.Tedder

07/02/2014:

Mr. Jeff McCollin contacted me today because he was unsatisfied with the Company's response. I emailed him the Mediation and Formal Complaint paperwork. He advised me he would like to participate in a mediation, so I emailed the Company the request.

E.Tedder

# Informal Complaint Report

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07/03/2014:

Paul Benson from Moon Lake called to ask me what the mediation would entail, and if I thought they should participate. I advised him of where to read the PSC rules, and that he should seek legal counsel for answers on how to proceed (because the DPU doesn't give legal advice). He said he would read over the rules, speak to the Company's attorney, and get back to me next week with an answer on whether or not they will participate in the mediation. I emailed the Complainant of the Company's response timeline.

E.Tedder

07/07/2014:

I received an email from Paul Betts/Moon Lake that they are willing to participate, so I advised the Company and Complainant that I would get back to them later this week with our mediator's availability. I emailed the DPU Manager, Maria Martinez for direction since our paralegal is out on medical leave.

E.Tedder