

Docket No.
14-035-84

UTAH PUBLIC
SERVICE COMMISSION

2014 JUL -2 A 10: 25
FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114

RECEIVED

1. Name of Complainant: RICHARD RAWLINSON

Address: 83 West 200 North Wellsville, UT 84337

Telephone No.: 801 718 2533

If represented by counsel, list:

Name: _____

Address: _____

Telephone No.: _____

2. The utility being complained against is: Rocky Mountain Power

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.

Please see attached

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

Please see attached

5. What relief does the Complainant request? \$900.00

6. Signature of Complainant Richard Rawlinson

Date: 26 June 2014

Thank you for reviewing my complaint.

My request is for the following:

1. A rebate of \$250 each for two furnaces and \$200 each for two condensing units, for a total of \$900 from Rocky Mountain Power.
2. Remove the "Trade Ally" requirement for rebates from Rocky Mountain Power.

The public Service Commission allows Rocky Mountain Power to overcharge customers in order to give rebates for some equipment.

The rebate application for Rocky Mountain Power is 8 pages where the rebate application for Questar Gas, for example, is two pages.

Rocky Mountain Power requires the installation to be completed by their "Trade Ally". Questar Gas accepts licensing from the State of Utah for any HVAC contractor for their rebate program.

Rocky Mountain Power states in their website that they have an environmental commitment and they want to reduce their carbon footprint. It appears to me that Rocky Mountain Power is more concerned with their installation or their "Trade Ally" certification, above and beyond the State of Utah requirements, than the high efficiency, environmentally friendly, carbon reducing equipment that I installed.

Last year I purchased my furnace, coil and condensing unit in January. I live in northern Utah and installed the equipment as soon as weather permitted. When I sent in my rebate, it arrived "1" day late to the office in Washington state. I was told that one day over the limit of 90 days disqualified the rebate.

From my experience with Rocky Mountain Power, it appears that Rocky Mountain Power has developed a program, and received approval from the Public Service Commission, to make it as difficult as possible for consumers, in order to keep as much rebate money as they can.

To incentivize consumers and businesses, the Rocky Mountain Power rebate program needs to be simplified, streamlined and easy to obtain, with a little latitude such as "1" day late, for qualified rebates.

Kindest regards

