

Informal Complaint Report

Index Number: 5325 Company Name: Rocky Mountain Power

CUSTOMER INFORMATION

Customer Name: Rawlinson, Richard Account Number: 533867260010
Other Contact Info: Phone Number: (801) 718-2533
Customer Address: 83 West 200 North Other Phone:
Customer Address: Email Address:
City: Wellsville State: UT Zip Code: 84339

COMPLAINT INFORMATION

Type of Call: Complaint Complaint Type: Rate & Tariff
Date Received: 5/23/2014 Date Resolved: 6/2/2014
Complaint Received By: Erika Tedder DPU Analyst Assigned: 0
Utility Company Analyst:
Company at Fault: Actual Slamming Case: Actual Cramming Case:

Complaint Description:

Mr. Richard Rawlinson called our office to complain about Rocky Mountain Power rejecting his rebate request when purchasing energy-efficient equipment. Mr. Rawlinson stated that he purchased his furnace last year in the winter, so it wasn't installed until the spring. Because of this, his paperwork wasn't submitted to RMP until the spring, and it missed the deadline by one day. Then, Mr. Rawlinson claims he installed an air conditioning unit but was again rejected by RMP because he didn't use one of their required contractors to install it. He stated that he did however use a contractor licensed by the State of Utah. Mr. Rawlinson feels that the Company has been difficult to deal with, and that they are less interested in energy-saving, and more interested in making the consumer use one of their contractors. He does not think it's right that he has been denied for a rebate by RMP in these two situations.

Complaint Response:

From: Braithwaite, Autumn <Autumn.Braithwaite@pacificorp.com>
Date: Mon, Jun 2, 2014 at 9:13 AM
Subject: Update: Mr. Richard Rawlinson
To: "Erika Tedder (etedder@utah.gov)" <etedder@utah.gov>

Good morning Erika,

Mr. Richard Rawlinson
83 W 200 N
Wellsville, UT 84339

Background:

In 2013, Mr. Rawlinson applied for Rocky Mountain Power's incentive program for the purchase of a gas furnace and central a/c equipment. His application was denied as it was not received within 90 days of the completed work, and the work was not completed by a qualified program trade ally.

In 2014, Mr. Rawlinson again applied for Rocky Mountain Power's incentive program for the central air conditioner best practice installation, central air conditioner proper sizing and super bundle bonus customer incentive. This application was again denied as the work was not completed by a qualified program trade ally.

Customer Contact:

I was able to speak with Mr. Rawlinson on May 28, 2014 and review with him the application he filled out for the Company's incentive program. I

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confirmed he did not meet the qualifications specified in the application. I did ask Mr. Rawlinson why he did not have a qualified program trade ally do the work just recently, when this was a reason for his denial the previous year. Mr. Rawlinson let me know he trusts his contractor, his contractor does excellent work, and his contractor is licensed in the State of Utah to do this kind of work, therefore that should be enough.

I explained to Mr. Rawlinson that to qualify for a rebate through Rocky Mountain Power's incentive program, all terms and conditions must be met. The requirements are listed throughout his application, and I agreed with the denial of his rebates, as he did not meet all terms and conditions.

Mr. Rawlinson feels our application is too long when compared to the application he filled out for Questar Gas. I let him know I would pass his concerns along. Mr. Rawlinson would also like to know if there are any rebates available for just the purchase of an a/c unit or furnace. I let Mr. Rawlinson know I would check for him and let him know what my findings are.

Please let me know if you have any questions or concerns. I will provide an additional update shortly.

Thank you,

Autumn Braithwaite
Regulatory Analyst
(801) 955-2434

From: Braithwaite, Autumn <Autumn.Braithwaite@pacificorp.com>
Date: Fri, Jun 13, 2014 at 4:27 PM
Subject: FW: Update: Mr. Richard Rawlinson
To: "Erika Tedder (etedder@utah.gov)" <etedder@utah.gov>

Good afternoon Erika,

I was able to speak with Mr. Rawlinson again this morning regarding the questions he posed during our previous discussion.

Mr. Rawlinson wanted to know if he could just purchase a furnace or ac unit (without installation) and qualify for a rebate. I let him know when it comes to large appliances, our rebate program requires the installation be done by a qualified program trade ally so Rocky Mountain Power does not offer a rebate for just the purchase of a furnace or ac unit.

I also provided Mr. Rawlinson additional information on why Rocky Mountain Power requires a qualified program trade ally complete the installation versus anyone certified in the State of Utah to install the appliances. The Company's program requires participating and qualified trade ally contractors for certain equipment to ensure quality installations are done by licensed, insured, bonded and respected contractors. Some equipment and installations require additional certification that the program verifies such as requiring North American Technician Excellence (NATE) certification for central air conditioner best practices installation. The screening and certification criteria provide a reliable way to compare contractors to each other and creates a minimum threshold for professionalism.

I confirmed with Mr. Rawlinson again that in order to qualify for a rebate through Rocky Mountain Power's incentive program, he must meet all terms and conditions. Since he did not meet all terms and conditions for both his rebate application in 2013 and again in 2014, his rebate was denied.

Mr. Rawlinson advised he would escalate his concerns.

Please let me know if you have any questions.

Thank you,

Autumn Braithwaite

Additional Information:

I thanked Autumn/RMP and closed the case.
E.Tedder

06/16/2014:

Mr. Richard Rawlinson called me today to escalate his complaint. I emailed him the information and paperwork about mediation and formal complaints.
E.Tedder