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## MEMORANDUM

**DATE:** July 15, 2014

**TO:** Public Service Commission

**FROM:** Division of Public Utilities  
Chris Parker, Division Director  
Marialie Martinez, Customer Service Manager  
Erika Tedder, Office Specialist

**RE:** Richard Rawlinson v. Rocky Mountain Power  
Docket No. 14-035-84

**Recommendation: Dismiss Complaint**

**Complaint Analysis:**

On May 23, 2014, Mr. Richard Rawlinson filed an informal complaint with the Division of Public Utilities (Division) against Rocky Mountain Power (Company) regarding unresolved Home Energy Savings Program rebate issues.

Mr. Rawlinson submitted two applications to receive rebates for energy-efficient equipment he purchased for his home, which were both denied by the Company. He explains that because he purchased his furnace in the winter of 2013, it was not installed until spring of 2014. Due to the delay, his paperwork submission missed the deadline by one day.

His second application was also denied when he had his air conditioning unit installed because he used his own trusted contractor, licensed by the State of Utah, and the same contractor he used to install the furnace. Mr. Rawlinson feels that the Company is difficult to work with and is only interested in making the consumers use its own contractors. He feels he should not be denied the rebates.

**Company Response:**

Autumn Braithwaite, Rocky Mountain Power's Regulatory Analyst, responded to Mr. Rawlinson's informal complaint on June 2<sup>nd</sup>, and again on June 13<sup>th</sup>, 2014. Ms. Braithwaite stated that in order to qualify for a rebate through the Company's incentive program, a customer must meet the qualifications specified on the program's application, and that all terms and conditions must be met. Ms. Braithwaite stated that Mr. Rawlinson's applications for a rebate were denied because they were not submitted within 90 days of the completed work and that the installation was not completed by a qualified program ally.

Ms. Braithwaite explained to Mr. Rawlinson that the reason why the Company's program requires a participating trade ally to perform the work, versus any contractor who is licensed in the State of Utah, is to ensure the contractor is licensed, bonded, and respected. In addition, some equipment and installations require additional certification, such as North American Technician Excellence (NATE) certification.

**DPU Comments & Recommendation:**

The guidelines outlined on the Company's Home Energy Savings Program application are supported by Rocky Mountain Power's tariff, which was approved by the Public Service Commission of Utah (P.S.C.U. No. 49, Schedule No. 111).

These guidelines, allowing a rebate for the appliances Mr. Rawlinson purchased and had installed, require that all documentation must be postmarked within 90 days of work completed date. The guidelines also outline that appliances are installed by a participating or qualified program trade ally. Because the terms and conditions of these guidelines were not met by Mr. Rawlinson, the Division recommends that the complaint be dismissed.