

dmf

**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**

UTAH PUBLIC
SERVICE COMMISSION
2017 JAN 25 A 11:00
RECEIVED

1. **Name of Complainants:** Alan and Wendy Houtz
Address: 686 E. Maple Street Mapleton, UT 84664
Telephone No.: 801-420-3240

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, time, locations and persons involved as closely as you can.**

In December we contacted Rocky Mountain Power to get electric service to a garage/apartment being built on our property. A representative of the company, Greg Peterson, came on December 20 to bid the cost of running wire to the new construction. We were told by the representative that the current transformer was full and that we would need to purchase a new one. The implication was that the transformer would serve our new construction. January 10th we received a bill for \$7093 (Request #6290589). Feeling that this was an unreasonably high amount, we filed a complaint. As a result we learned that the transformer would in fact be replacing the existing transformer and would continue to serve 10 homes in addition to our apartment and garage. If we wanted to have electricity (which is required by the city, of course), there was no other company to compare prices to, no other bids to get. We were absolutely powerless. We paid the bill to not slow down construction.

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

We believe that is unfair to expect a customer to bear the cost of a transformer that will serve 10 homes. It is our responsibility to pay for the lines from the transformer to our building; in a developed, residential area, it should be the responsibility of the utility to get the power to the property line, especially when it involves a piece of property already serviced by the utility. It is unfair to force us to bear the full cost of replacing an aged piece of equipment and installing a new transformer that will be owned by Rocky Mountain Power. The cost to repair, replace, and upgrade equipment is certainly accounted for in consumption rates.

5. **What relief does the Complainant request?**

We believe it is fair and reasonable to pay for the meter and the lines to our building. We also think it its fair and reasonable to pay our share (1 tenth) of the cost of the new transformer. We believe that the age of the old transformer should be accounted for as well.

6. **Signature of complainants**

Alan Houtz 1/21/17
Wendy Houtz 1/21/17