

Informal Complaint Report

Index Number: 6176 **Company Name:** Rocky Mountain Power

CUSTOMER INFORMATION

Customer Name: Houtz, Wendy **Account Number:** 290838430020
Other Contact Info: **Phone Number:** (801) 558-0787
Customer Address: 686 E Maple St **Other Phone:**
Customer Address: **Email Address:**
City: Mapleton **State:** UT **Zip Code:** 84664

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Initial Service
Date Received: 1/13/2017 **Date Resolved:** 1/19/2017
Complaint Received By: Stefanie Liebert **DPU Analyst Assigned:** 0
Utility Company Analyst:

Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

Wendy Houtz called the Division of Public Utilities as she has been unable to resolve her concerns with Rocky Mountain Power. Ms. Houtz states that she is building a garage that needs to have power ran to the structure. Ms. Houtz states that Rocky Mountain Power advised her that a new transformer would need to be installed. Ms. Houtz states that she received the contract for the new transformer and in the literature that it states that the transformer can be used by other customers. Ms. Houtz has questions as to why she is not able to use an existing transformer that was recently installed for the neighbor.

Complaint Response:

From: Holje, Eric <Eric.Holje@pacificorp.com>
Date: Thu, Jan 19, 2017 at 4:58 PM
Subject: Response: UT - Houtz, Wendy
To: Stefanie Liebert <sliebert@utah.gov>
Stefanie,

Wendy Houtz
Alan Houtz
686 E Maple St
Mapleton, UT

For review:

In the middle of December 2016 Mr. Houtz requested electrical service for a shop with a built in apartment. The customer provided a load sheet, which listed typical loads for a residential building: air conditioner, forced-air furnace, lights, washer / dryer, dish washer, etc.

A job was designed and a contract was created and issued to the customer, please see attached.

The customer questioned why an existing transformer recently installed for a nearby location can't be used. As an engineering / system design, it wouldn't make sense. The transformer is approximately 180 ft. to the west and 40 ft. across the street to the north. Additionally, since this transformer is pad-mounted (not on a pole), the customer would be responsible for the installation of the conduit, trenching, boring, and sand, which may be more expensive for the customer.

The transformer closest to the garage is currently a 50 kVA transformer feeding other homes. To accommodate Mr. Houtz' request for service, the 50 kVA transformer is to be removed and replaced with a 75 kVA transformer.

Informal Complaint Report

In my conversation with Ms. Houtz yesterday I had mentioned that residential line extension costs aren't included in the monthly billing. Line Extension Rule 12 outlines that the applicant requesting the work is responsible for the cost of the work. Per tariff, residential applications receive an \$1100 allowance towards the job costs. These costs are the Company's total costs for constructing a line extension using the Company's standard construction methods, including services, transformers and meters, labor, materials and overhead charges.

There hasn't been any communication between the local field office and the customer since the contract was issued last week. Our estimator did state Mr. Houtz was concerned in the beginning with the cost – he felt the Company should have to bear the cost for the requested work.

Let me know if you have any questions or need additional information.

Thank you,

Eric Holje
Regulatory Analyst
801-955-2456

Additional Information:

I thanked Eric and closed the complaint.
S Liebert