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Division of Public Utilities

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*Director, Division of Public Utilities*

## MEMORANDUM

**DATE:** February 14, 2017

**TO:** Public Service Commission

**FROM:** Division of Public Utilities  
Chris Parker, Division Director  
Marialie Wright, Customer Service Manager  
Stefanie Liebert, Office Specialist  
Erika Tedder, Paralegal

**RE:** Alan and Wendy Houtz v. Rocky Mountain Power  
Docket No. 17-035-05

**Recommendation:** Dismiss Complaint

### Complaint Analysis:

The Division of Public Utilities (Division) received an informal complaint from Wendy Houtz (Complainant) on January 13, 2017, claiming that she had been unsuccessful at resolving issues to extend a service line with Rocky Mountain Power (Company). Complainant stated that she is building a garage on her property that needs to have power provided to the structure. Complainant claims that the Company advised her that a new transformer would need to be installed and they provided a contract for the new transformer. The contract provided by the Company to Complainant included literature stating that the transformer can be used by other customers.

Complainant claims that a neighbor recently installed a transformer, so based on the literature she received with her contract regarding a transformer's use by other customers, Complainant questions why she is not able to connect to the neighbor's existing transformer.

**Company Response:**

Eric Holje, Rocky Mountain Power's Regulatory Analyst, responded to Mrs. Houtz's informal complaint on January 19, 2017. Mr. Holje stated that the Company had met with Mr. Houtz (Complainant) in mid-December 2016 and provided him with a job design and contract to provide service for a shop with a built-in apartment. Addressing the question about the Complainant connecting to the neighbor's transformer, Mr. Holje stated that due to the proximity and method of mounting, and the size of the kVA feed, the neighbor's transformer currently in place would not adequately serve the Complainant's structure.

Mr. Holje stated that the Company's Electric Service Regulation No. 12, Line Extension, outlines that the applicant requesting the work is responsible for the cost of the job, but that the Company would be willing to provide an allowance of \$1100 toward the costs he would incur to upgrade (as per Regulation 12, Section 2(a)).

**DPU Comments & Recommendation:**

According to the Company's tariff references cited in this recommendation, if a customer requests the Company to extend their residential line facilities, it is paid for by the customer making the request.

The Division does not find that RMP violated any statute, rule or tariff. Therefore, the Division recommends that the formal complaint be dismissed.