



State of Utah

Department of Commerce Division of Public Utilities

FRANCINE GIANI CHRIS PARKER
Executive Director Director, Division of Public Utilities

GARY HERBERT
Governor

SPENCER J. COX
Lieutenant Governor

Action Request Response

To: Utah Public Service Commission

From: Utah Division of Public Utilities

Chris Parker, Director

Marialie Wright, Manager

Cynthia Dumas, Office Specialist

Date: February 26, 2019

Re: **Docket No. 19-035-05 – Formal Complaint of Sundial Lodge Homeowners Association against Rocky Mountain Power.**

Recommendation: Emergency Hearing or Temporary Stay

Issue

On February 22, 2019, Sundial Lodge Homeowners Association (Complainant) filed a formal complaint against Rocky Mountain Power (Company). The Company sent the Complainant a notice for shutting services down for six hours on February 28, 2019, to allow a new developer to complete construction and to create a loop feed to Sundial Lodges. The Complainant's concern is guest safety, life-threatening temperatures, lack of public bathroom, use of medical equipment, lack of hot water, and unable to clean rooms based on promised service. The Division of Public Utilities (Division) has yet to receive a final response from the Company regarding the Complainant's informal complaint.

The regular time for response will fall after the event being complained of. Therefore, failure to stay the Company's planned outage will prejudice the Complainants. The Commission should either issue an order temporarily prohibiting the Company from conducting the planned

outage or provide the opportunity for the parties to be heard in time to resolve the matter without undue prejudice to either party.

Without further development of the factual record, the Division is unable to evaluate the merits of the Complaint. However, the Division notes that a planned outage for a facility such as the Complainants' is likely to work a unique hardship given the seasonal nature of resort rentals and usage.