

October 11, 2019

Dear members of the Public Service Commission,

I am requesting a review of my formal complaint Docket # 19-035-30. In your order to dismiss my complaint dated October 7, 2019, you stated that “the PSC is not the appropriate venue to resolve her dispute...” Where exactly is the appropriate venue if it is not with you the PSC who has written the code? I have made extensive calls regarding my concerns and I was told that I need to take my complaint to the PSC. Now that I have done this, you won't even allow me an opportunity to address the code issue.

It is my understanding that the PSC wrote the code. I don't have an attorney to back my complaint and therefore I am being brushed aside. The power company has deep pockets and can call on their attorneys to turn away my request to have my power restored based on the code you put into place. R746-310-2D states, “The utility does not assume the duty of inspecting the customer's services...” So although the power company could clearly see there weren't any problems with my power meter, they could not supersede that state code. When I spoke with Brandon Anderson with Rocky Mountain Power in June concerning this ordered disconnect by Uintah County, he told me that they would need to provide a court order to do so, but he later recanted that.

For these reasons, this is precisely why I am asking for a change to code. By way of information, I am working on the matter at the county level as well. But since this issue has had such damaging consequences based on the interpretation of the code that I believe it is my right as a citizen of Utah to request a change for the better. We have had this power meter since 1995 for use and care of our property and fields. Rocky Mountain Power knows that we made the power source safer by moving and updating the meter. But now we have been without power since June because the wording of this code has created a loophole preventing the power company from providing power to a qualified customer. For the PSC to assert that “a customer complaint is not an appropriate forum to amend an administrative rule” is absurd. Isn't that exactly the purpose of government, to establish justice and liberty? There isn't any justice in having my electric power taken away. This does not promote my liberty as a Utah citizen. Article 1, Section 1 of the Utah Constitution says I have a right to defend my liberties and petition for redress of grievances.

Once again my requests are 1. that Rocky Mountain Power not be bound by this state code and my power be restored, and 2. that the PSC amend R746-310-2D requiring local authorities to provide a court order to disconnect electrical services and that the electric utility has the authority to continue services if they see fit to do so.

Once again, I am requesting that R746-310-2D be edited as follows:

Conditions of Service -- The utility shall have the right of refusing to, or of ceasing to, deliver electric energy to a customer if any part of the customer's service, appliances, or apparatus shall be unsafe, or if the utilization of electric energy by means thereof shall be prohibited or forbidden under the authority of a law or municipal ordinance or regulation, until the law, ordinance or regulation shall be declared invalid by a court of competent jurisdiction, and may refuse to serve until the customer shall put the part in good and safe and comply with applicable laws, ordinances and regulations. *The authority of a law or municipal ordinance or regulation must give adequate proof of unsafe conditions and provide a court order to justify the use of this code to disconnect utilities.* The utility does not assume the duty of inspecting the customer's services, appliances or apparatus, and assumes no liability therefore, *but they may have the authority to continue services if they deem it appropriate to do so.* If the customer finds the electric service to be defective, the customer is requested to immediately notify the utility to this effect

Thank you for your reconsideration of this matter.

Sarah John