

Complaint Report

Complaint Number: C19-0169

Customer Information

Customer Name: Donahue, Glynn

Account Number: [REDACTED]

Phone Number: 385.495.5815

Email Address:

Service Address: 6136 S 2200 W
Taylorsville, UT 84129

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 8/1/2019

Type of Call: Complaint

Complaint Received By: Stefanie Liebert

Gone Formal: NO

Date Resolved: 8/7/2019

Complaint Type: Additional Charges

Utility Company Analyst:

Complaint Description:

The following complaint was received via email and has been copied and sent exactly as received. From: DPU Web Server
Date: Thu, Aug 1, 2019 at 2:46 PM
Subject: Online Complaint Submission
To:

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: Glynn Donahue

PHONE: 3854955815

OTHER PHONE: 3854955815

EMAIL: gd09335@gmail.com

SERVICE ADDRESS:

6136 S 2200 W Taylorsville, UT 84129-2046

MAILING ADDRESS:

6136 S 2200 W Taylorsville, Ut 84129-2046

INCIDENT DETAILS

UTILITY: Rocky Mountain Power

ACCOUNT NUMBER: [REDACTED]

COMPLAINT TYPE: Additional Charges

COMPLAINT:

Re: RMP Work Order: 6665325. RMP is billing me \$13,097.54 for "horse damage from chewing wooden power pole" when pole collapsed under weight of snow/ice on lines from freak heavy wet snow/ice storm early morning of 03/29/2019. Pole was already showing signs of extensive horse "cribbing" & termite decay when I purchased property in December 2015. Pole held up fine over four winters. RMP obviously hadn't inspected pole for years prior to this incident.

SUGGESTED RESOLUTION: Waive this charge & all associated late charges towards me & file an appropriate insurance claim with their insurer to compensate RMP from damages due this obvious act of nature. Reimburse me \$300 to pay for grading field to correct rutting damage from RMP's subcontractors driving heavy equipment through the muddy field to make repairs 03/29/2019. All RMP personnel communicated with regarding this so far have been terse, evasive & "passed the buck" at best in the usual & customary public utility business model of exploiting their customers at every opportunity possible to maximize profits & senior leaders bonus compensation. I first learned of this charge on a July 11, 2019 bill with associated \$130.98 late charge.

Complaint Response:

From: Ingram, James
Date: Wed, Aug 7, 2019 at 11:29 AM
Subject: RE: [INTERNET] UT - Donahue, Glynn
To: Stefanie Liebert , _Tariff Policy

Hello Stefanie,

I have left several voicemail messages for Mr. Donahue and sent a letter to him asking him to call me, but have not heard back from him yet.

Rocky Mountain Power attempts to recover the cost of repair for damage to company property from those responsible for the damage. That is why Mr. Donahue was billed for the cost to repair damaged company equipment on his property. I have attached pictures showing the horse pasture on Mr. Donahue's property and the damage to the pole that fell.

The poles on Mr. Donahue's property were inspected by the company on February 15, 2018 with no notes regarding damage at that time. Google photos from June 2018 included in the attachment also show the pole in good condition. However, when the company responded to the pole down in March 2019, the company found that the pole was almost chewed through. This damage was clearly not due to weather. There was light snow that day as shown in the pictures of the damage to the pole, but the pole had been badly damaged by chewing, weakening it and causing the pole to fall.

The link below is for an article from Wikipedia explaining Lingophagia (wood-chewing) in horses.

https://en.wikipedia.org/wiki/Lignophagia#In_horses

In this instance, the company has followed its normal process when attempting to recover costs for damage to company property. Therefore, the company requests that this complaint be changed to an inquiry.

If Mr. Donahue contacts you further, please refer him to me for assistance. The company is willing to negotiate payment arrangements with him.

Regards,

James Ingram

Rocky Mountain Power Customer Advocacy

Toll Free# 1-800-532-1626 ext. 7431

Additional Info:

I thanked James and closed the complaint. S Liebert

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Imagery ©2019 Google, Map data ©2019 Google 20 ft

Google Maps 6136 2200 W

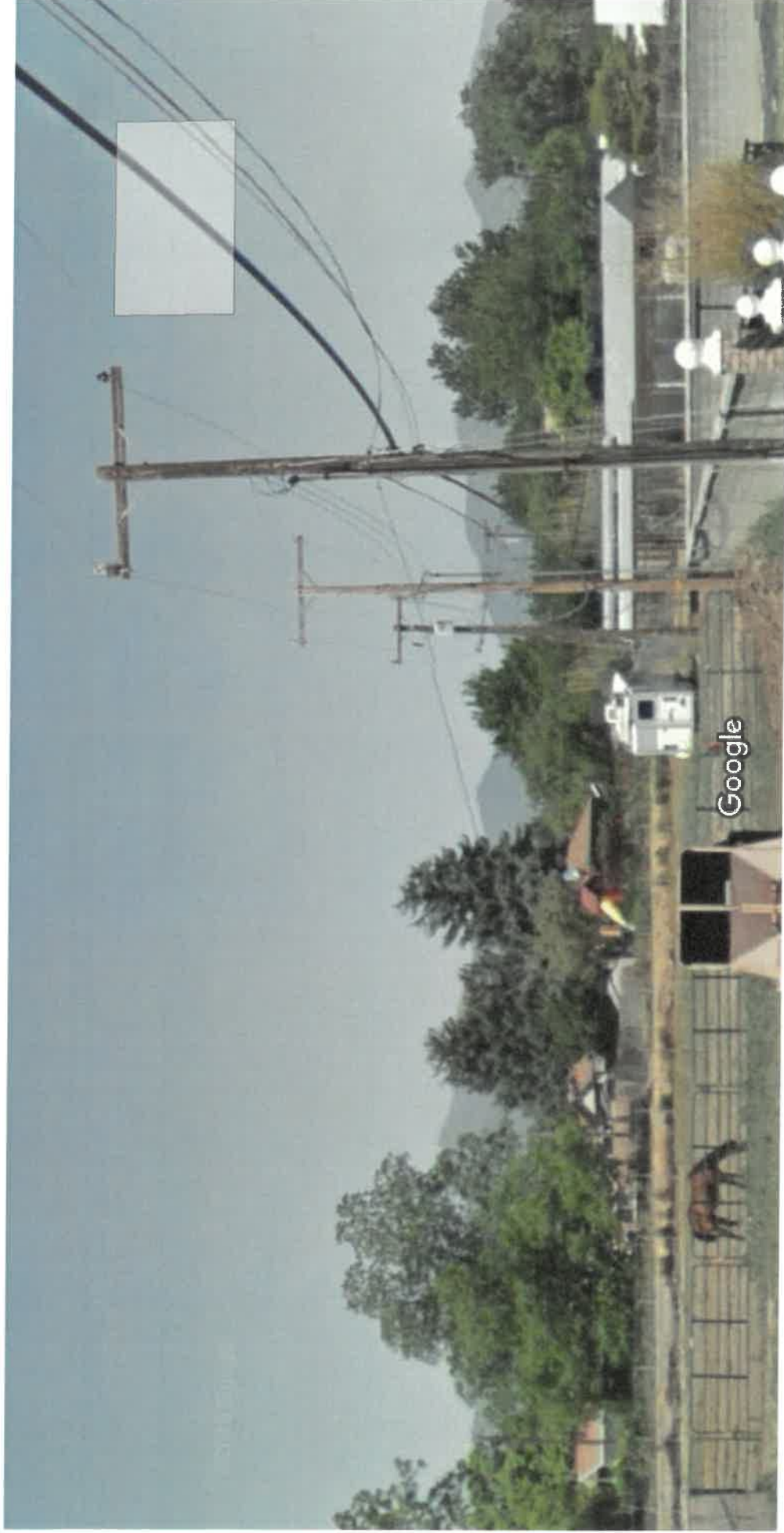


Image capture: Jun 2018 © 2019 Google

Salt Lake City, Utah



Street View - Jun 2018

Google Maps 6136 2200 W



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Salt Lake City, Utah



Street View - Jun 2018

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Google

Image capture: Jun 2018 © 2019 Google

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