

Complaint Report

Complaint Number: C20-0049

Customer Information

Customer Name: Hood, Jeff

Account Number: [REDACTED]

Phone Number: 4356687097

Email Address: jlhood@troon.com

Service: 176 S Stagecoach

Address: Brookside, UT 84782

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 4/15/2020

Type of Call: Complaint

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved: 4/21/2020

Complaint Type: Outage

Utility Company Analyst: Florisa Talo

Complaint Description:

The following complaint was received via e-mail and has been copied and sent exactly as received.

From: DPU Web Server
Date: Wed, Apr 15, 2020 at 8:43 AM
Subject: Online Complaint Submission
To:

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: jeff hood
PHONE: 4356687097
OTHER PHONE: 4356687097
EMAIL: jlhood@troon.com
SERVICE ADDRESS:
176 s stagecoach brookside, UT 84782
MAILING ADDRESS:
176 s stagecoach brookeside, UT 84782

INCIDENT DETAILS

UTILITY: rocky mtn power

ACCOUNT NUMBER: [REDACTED]

COMPLAINT TYPE: Outage

COMPLAINT:

we are sick and tired of the power outages and they always have excuses again yesterday morning 3 times in a one minute period, I am taking this to the county as well and maybe do a class action against them as well

SUGGESTED RESOLUTION: replace the outdated crap they charge the same rates as people in town with better service

Complaint Response:

From: Taló, Florisa
Date: Mon, Apr 20, 2020 at 2:32 PM
Subject: FW: UT - Hood, Jeff Informal Complaint
To: Cynthia Dumas

Good Afternoon Cynthia,

I made several attempts to contact Mr. Hood with no response. It appears his phone does not accept calls from unknown numbers. I sent him a trying to reach you letter.

I have attached our original response from Mr. Hood's complaint in March of 2020. The most recent outage he experienced on April 15, 2020 was due to a line being down. Rocky Mountain Power is unable to guarantee sustained power at all times. We apologize for the inconvenience this has caused him and do everything in our power to provide reliable and safe electricity to all of our customers.

Mr. Hood may call me directly at 801-955-2435 or email me at Florisa.Talo@pacificorp.com if he would like.

If you have any additional questions or concerns please let me know.

Thank you,
Risa Taló
Customer Advocacy and Tariff Policy
801-955-2435

Additional Info:

4/21/2020 - I thanked Florisa for her response and marked the complaint as resolved. - C. Dumas

4/24/2020 - customer called upset with the response received from RMP. I informed him his step is to file a formal complaint with the PSC. Per his request I sent him those instructions. - C. Dumas



PublicService Commission <psc@utah.gov>

Fwd: [INTERNET] Re: Pending UT case: HOOD, Jeff

1 message

Cynthia Dumas <cdumas@utah.gov>
To: PublicService Commission <psc@utah.gov>

Thu, May 7, 2020 at 12:51 PM

here you go
Thank you,
Cynthia Dumas
Office Specialist II
Division of Public Utilities
Office (801) 530-7622
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

----- Forwarded message -----

From: **Ingram, James** <James.Ingram@pacificorp.com>
Date: Wed, Mar 4, 2020 at 5:08 PM
Subject: RE: [INTERNET] Re: Pending UT case: HOOD, Jeff
To: Cynthia Dumas <cdumas@utah.gov>

Hello Cynthia,

I was able to reach Mr. Hood by phone this afternoon to discuss his concerns. I explained that that company records did not match the exact dates and times for sustained outages that he had listed in his complaint. Upon further discussion, it became clear that Mr. Hood was concerned about momentary outages he had experienced on his circuit. From his description these events sounded like trip and reclose occurrences where there was a disturbance on the circuit that caused a momentary outage, and then the recloser attempted to bring service back online.

I explained to Mr. Hood that reclosers are used to prevent longer, sustained power outages. During our conversation, I suggested that Mr. Hood invest in UPS (uninterrupted power supply) devices to mitigate any impact from momentary outages to his sensitive electronics. I also suggested that he could have a whole-home surge protector installed to prevent any damage to his belongings. Per Rocky Mountain Power's Utah Rule 4, the company does not guarantee constant or uninterrupted delivery of electric service and does not accept liability for any interruption, suspension, curtailment or fluctuation that results from causes beyond the company's reasonable control.

Mr. Hood thanked me for the call, but terminated our conversation once it became clear that the company was not responsible for the damage to his dishwasher. He did not feel that he should be responsible for investing in equipment to protect his sensitive electronics, but I attempted to explain the importance of providing that protection to ensure that his sensitive electronics did not sustain damage. Our call ended cordially.

Regards,

James Ingram

Rocky Mountain Power Customer Advocacy

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

From: Cynthia Dumas [mailto:cdumas@utah.gov]
Sent: Tuesday, March 3, 2020 6:46 AM
To: Sauer, Kathleen <Kathleen.Sauer@pacificorp.com>
Cc: Ingram, James <James.Ingram@pacificorp.com>
Subject: [INTERNET] Re: Pending UT case: HOOD, Jeff

**** REMEMBER SAIL WHEN READING EMAIL ****

Sender	The sender of this email is cdumas@utah.gov using a friendly name of Cynthia Dumas . Are you expecting the message? Is this different from the message sender displayed above?
Attachments	Does this message contain attachments? Yes If yes, are you expecting them? Hodd, Jeff Informal Complaint.pdf
Internet Tag	Messages from the Internet should have [INTERNET] added to the subject.
Links	Does this message contain links? No Check links before clicking them or removing BLOCKED in the browser.
Cybersecurity risk assessment: Medium	

Good Morning Kathleen,

I hope you're having a good start to your day. Thank you for letting me know, attached is the corrected complaint form. Please let me know if you need anything else from me.

Thank you,

Cynthia Dumas

Office Specialist II

Division of Public Utilities

Office (801) 530-7622

Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

On Mon, Mar 2, 2020 at 5:43 PM Sauer, Kathleen <Kathleen.Sauer@pacificorp.com> wrote:

Cynthia:

Our records indicate the following:

Jeff HOOD

176 S Stagecoach

Brookside, UT 84782

Would you please correct the case record? James will respond to Mr. Hood's concerns.

From: Cynthia Dumas [mailto:cdumas@utah.gov]

Sent: Monday, March 2, 2020 4:35 PM

To: _Tariff Policy <TariffPolicy@PacifiCorp.com>

Subject: UT - Hodd, Jeff Informal Complaint

Good Evening,

I hope all is well. Attached is the complaint.