

# Complaint Report

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**Complaint Number:** C20-0112

## Customer Information

**Customer Name:** Osborne, Brian

**Account Number:**

**Phone Number:** 435 262-7267

**Email Address:** brian.osborne@imail.org

**Service** county property west of Mt pleasant ,  
**Address:** UT 84647  
Mt Pleasant, UT 84647

**Mailing** PO BOX 11  
**Address:** Mt Pleasant, UT 84647

## Complaint Information

**Company Name:** Rocky Mountain Power

**Date Received:** 8/19/2020

**Type of Call:** Complaint

**Complaint Received By:** Stefanie Liebert

**Gone Formal:** NO

**Date Resolved:** 8/24/2020

**Complaint Type:** Initial Service

**Utility Company Analyst:** Autumn Braithwaite

**Complaint Description:**

Please note this complaint was received online it has been copied and sent exactly as received.

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: Brian Osborne

PHONE: 4352627267

EMAIL: brian.osborne@imail.org

SERVICE ADDRESS:

county property west of Mt pleasant

Mt Pleasant, UT 84647

MAILING ADDRESS:

PO BOX 11

Mt Pleasant, UT 84647

INCIDENT DETAILS

UTILITY: Rocky Mountain Power

ACCOUNT NUMBER: none

COMPLAINT TYPE: Other

COMPLAINT:

I am trying to get power ran to my property west of Mt Pleasant Utah. I received quotes from Mt Pleasant City as well as Rocky Mountain Power. The first quote from the city came in at 13,900 to do an underbuilt from the current line that already has underbuilt on it less than a half mile north of my property. Rocky Mountain Power denied the proposal saying that the pole lengths were too long and we wouldn't have the clearance needed to do it. They said to come up with another plan and re submit. The city power guys submitted a new proposal to run a new line with their own poles from the closest home, which is approximately 0.46 miles up the road, down to my property. This quote came in at 25,671. Rocky mountain responded back and said they were going to deny it because they feel since they have a line approximately 0.54 miles to the south. I then had Allen Stewart from Rocky Mountain come up and get me an estimate of what they would charge to get me power. I received an email from him saying that it would cost me 35,000 to get power hooked up from their end PLUS a monthly facilities charge of 98.50 for 15 years since the line is over 1/2 mile to build. That charge takes the price over 50,000 by the time that surcharge is paid in full. There are several dozens of homes, ranches and small farms surrounding my property that are all serviced by Mt Pleasant city power as can be seen on any map service online. My feelings on this is obviously that Mt Pleasant City should be allowed to run power to my property. I would not be apposed to going with Rocky Mountain Power if they were competitive in the pricing of service. I have checked with all of the surrounding land owners between me and the Rocky Mountain Power line just over a half mile south of me just to see if any of them would be needing or wanting power to split costs and none of them have any interest in power. I just don't see Rocky Mtn

benefiting in the future by servicing only my property. All of the interest from land owners in that area are north and east of my property and are already serviced from the City.

SUGGESTED RESOLUTION: Allow Mt Pleasant city to service us with power since there are already dozens of people out of the city limits that are already getting power services from them. Thank you.

**Complaint Response:**

From: Braithwaite, Autumn (PacifiCorp)  
Date: Mon, Aug 24, 2020 at 11:16 AM  
Subject: Rocky Mountain Power  
To: brian.osborne@imail.org  
Cc: sliebert@utah.gov , Gwen Flores

Good morning Mr. Osborne, The Utah Division of Public Utilities notified us of the concerns you filed with their office and asked that we investigate and respond. I understand your concerns are with the cost estimate you have been provided to bring electric service to a location west of Mount Pleasant, Utah. By way of background, Rocky Mountain Power has a dedicated service territory and your location falls within our service territory to provide electric service. Your location sits roughly two miles within the boundaries of our dedicated service territory and Rocky Mountain Power has facilities in place slightly over ½ mile away from your location. When new electric service is requested for a location and facilities are installed, costs associated with the installation are addressed through a contract. This contract is an obligation separate from the charges for metered electric usage. Rocky Mountain Power will make line extensions for remote residential service (remote > ½ mile) such as for this location, according to a written contract. Typically, a large payment will secure the initial line extension cost and the contract minimum billing is designed to cover the ongoing costs as Rocky Mountain Power will own and maintain the line extension for as long as electric service is taken. To ensure the company does not pass on costs of building the line extension or maintaining the line to other rate payers, the company has a contract minimum billing. In the absence of energy use and revenue the company still receives payment to offset these costs. Additionally, an applicant who has paid a refundable advance on an Extension may be eligible for up to four refunds during the first 10 years when other customers connect to the line extension built to serve them. When those customers do connect and increase the density of homes such that your home is no longer classified as remote the remote contract will be closed out and the contract minimum terminated. I understand a ball park estimate was provided to you several months ago for roughly \$35,000.00. I also understand you have been in contact with Mount Pleasant City to see if they could provide electric service to your location. As mentioned above, your location falls within Rocky Mountain Power's service territory to provide electric service. Rocky Mountain Power does not have the details on the costs Mount Pleasant City has provided to you. However, we are able to confirm the Rocky Mountain Power transmission poles currently in place were not designed with sufficient height or to withstand the stress of the addition of an underbuilt line from Mount Pleasant. If you would like Rocky Mountain Power to continue with your request and provide you with the actual costs, please let me know. You can respond directly to this email.

Kindest Regards,  
Autumn BraithwaiteRegulatory Analyst  
Rocky Mountain Power

C: Stefanie Liebert - Utah Division of Public Utilities



**Additional Info:**



I thanked Autumn and closed the complaint.

S Liebert

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From: Brian Osborne

Date: Mon, Aug 24, 2020 at 12:02 PM

Subject: RE: Rocky Mountain Power

To: Braithwaite, Autumn (PacifiCorp)

Cc: sliebert@utah.gov , Gwen Flores

Thank you for the response. This brings up several more questions. I am very aware that this is in Rocky Mountain Power's jurisdiction. With that being said, there are over 700 meters out of the city limits around Mt Pleasant that are in Rocky Mountain territory that are serviced by Mt Pleasant City power. There is a transmission line in front of my place as mentioned. The first 12 poles starting from the highway to the north have underbuilt done on them by Mt Pleasant City power that provide power south to the Gardner residence. From that point on the poles do have too much distance between them to continue any kind of residential lines. If Rocky Mountain was so committed to providing any kind of future residential power in that area why wasn't it designed that way? It was designed as a transmission line to carry power to Spring City with as few amount of poles possible. This tells me there was never any consideration for running residential power for future residents. As far as the quotes go, they were received by Rocky Mountain Power. Mt Pleasant power sent them to a guy named Cullen Irvine who submitted for approval from Richfield. Cullen responded by email to both quotes that they received from Mt Pleasant City. I am more than happy to forward all of his emails as well as the quotes that were submitted to him. I guess in simple terms I just want to know why over 700 customers in Rocky Mountain's area (just surrounding Mt Pleasant) have power supplied by Mt Pleasant City and I am the only exception. With the price difference being so big between the two entities, nobody would want to choose the higher option, which is Rocky Mountain in this case.

Brian Osborne BS, RT, (R)(CT)

Radiology Manager

Sanpete Valley Hospital

435-462-4182

Brian.osborne@imail.org

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09/03/2020

Brian Osborne called the Division to inquire what further action he can take against Rocky Mountain Power. I advised Mr. Osborne of mediation and the formal complaint process. I emailed the documents to Mr. Osborne. Mr. Osborne also stated that he spoke with Mt. Pleasant City and he was advised by the City that they are currently serving 700

meters that are in Rocky Mountain Power territory. Additionally, Mr. Osborne stated that he received an official quote from Rocky Mountain Power that is close to \$10,000.00 more than Mt. Pleasant's quote.

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From: Stefanie Liebert  
Date: Thu, Sep 3, 2020 at 11:35 AM  
Subject: Formal Complaint Form & Instructions  
To:

Dear Mr. Osborne,

Attached please find the formal complaint form and instructions.

If I can be of any further assistance please let me know.

Thank you,

Stefanie Liebert  
Office Specialist Division of Public Utilities  
(801)-530-6285  
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday