

COMPLAINT

Utility Commission

Customer Info.

Customer: Vetere, Tim	Phone: XXXXXXXXXX
Contact:	Commission Complaint Type (Copied):
Account Number:	Other (cell, fax, email, etc): XXXXXXXXXX

Address

Service Address:	Mailing Address:
Street: XXXXXXXXXXXXXXXXXXXX	Street:
City: XXXXXXXX	City:
State: XX	State:
Zip:	Zip:

Complaint Info.

Status: Closed	Utility Analyst: Unassigned
Received on: 08/07/2006 11:55:45 AM	Commission Analyst: Rea Petersen
Resolved on: 08/18/2006	

Complaint Description:

Mr. Vetere stated that in 1999 he paid to have a power line run across the river to his farm. Mr. Vetere was told by the power company that he could not add any more equipment that would use power off that line so he had to get a diesel generator to operate part of his equipment which has been very costly. A couple of years ago the power company let another guy below him hook up four pumps. Since then he has had trouble with burned up motors etc. Finally after talking to an electrician he ask that the power company check the volts which they did and told him they were running in the boundaries. Mr. Vetere stated that three weeks ago he burned up a pump, the company he bought it from gave him a new one then the windings were burnt on it. Mr. Vetere had the amps & volts checked and he was getting 469 volts off the power pole. Last Friday he checked the volts every half hour and it was ranging between 455 and 473. Mr. Vetere was told he was not getting enough volts being at the end of the line. The power company now wants him to spend \$200,000 to run a new line which he does not feel he should have to do when he already paid to have a line in 1999 - at which time he provided a load sheet to them to show what he needed. Mr. Vetere feels the problem was caused by the person they allowed to connect four pumps to this line.

Results:

Rea,
Keven is off on vacation and asked me to send this in after a review.
Review done, so here it is. If you have any questions, let me know and I'll get answers.

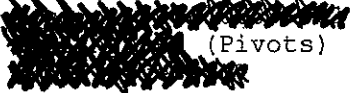
Regards,

Rob Stewart
Tariff
503-331-4446

Hello Rea:
Below is our response to this case. Based on the details in Mr. Vetere's complaint, I have separated our response into two different issues: line extension and voltage.

Please let me know if you need further details.
Thanks.
-Keven

Tim Vetere

 (Pivots)

RESEARCH: Line Extension

Mr. Vetere's complaint has been responded to by several people at Rocky Mountain Power. The company built a line extension for Mr. Vetere in 1999, based on the load requirements provided at that time. Since Mr. Vetere's allowance exceeded the job cost, Mr. Vetere was not required to pay any advance for the line extension.

The 1999 line extension included rebuilding several spans of single-phase to three-phase primary, several spans of new three-phase primary conductor & 3-75KVA transformers. The capacity of the facilities installed by the company met Mr. Vetere's load requirements.

In 2004, another customer connected to the Rocky Mountain Power's distribution line. The load requirements from this customer were 45KW. The existing distribution line is adequate to serve this customer; therefore, no additional upgrade costs were required.

In May of this year John Cordova, Deb Dull & the County Economic Development Director met with Mr. Vetere to discuss adding load to the line to accommodate additional equipment he would like to connect. The company has provided six estimates to Mr. Vetere in 3 years, each with either a different route or load requirements based on information provided by Mr. Vetere. Each time Mr. Vetere has decided against building the line extension due to the upfront costs he would need to advance. Mr. Vetere has contested the costs of the extensions, claiming that we have allowed the second customer to reduce the available capacity on his line. However, the company's records show that the load requirements that Mr. Vetere and the second customer submitted to the company are within the facilities' current capacity. Further, the line that was built to serve Mr. Vetere was an extension of an existing line of the same capacity. The impact of the second customer is the same whether they were to take service from the line built to serve Mr. Vetere, or if they were to be served from the line just before the segment that was built to serve Mr. Vetere.

Mr. Vetere speaks as if he had paid for reserved capacity on the line or owns the line. He does not. The capacity is used as requests are received. With the exception of this one other customer there have not been any other requests for power in this area.

Mr. Vetere's property is approximately 7 miles from the substation. In order to have the capacity with adequate voltage to run the proposed equipment that Mr. Vetere has asked us to serve, 4 1/2 miles of new line from a different circuit would need to be built. The current line has small conductor of various sizes which cannot support the requested load. The cost of this job would be approximately \$420,000. After the line extension allowance, Mr. Vetere would need to advance approximately \$190,000. There is no other growth in the area

to justify the company funding to re-conductor the line. This project would only benefit Mr. Vetere and he would be required to finance it based on the tariff rules and line extension policy.

RESEARCH: Voltage

On August 7, 2006, Mr. Vetere reported a voltage problem to the company. A serviceman checked the voltage at the site and reported that all voltage was good and within engineering standards. However, at the time of the test, there was no load on the facilities. Therefore, the local operations manager has requested that a Recording Voltmeter (RVM) be installed at the site to test the voltage over a 3-day period. This will record any fluctuations in voltage that are occurring on our side. We will also verify that customer's load is in line with the original requirements that were provided when the extension was built.

Contact/Resolution

Mr. Vetere has been contacted by several company representatives in response to these issues, including several contacts from Karen Gilmore, Vice President of Customer Services. The company has repeatedly informed Mr. Vetere that he would be required to pay for increasing the capacity of our facilities. Please be advised, no additional contact has been made as a result of Mr. Vetere's line extension complaint to the Commission, since the company has already responded numerous times and no new information is available.

The local field manager has been in contact with Mr. Vetere regarding the voltage issues since he filed this complaint. As stated above, the customer's claim of voltage problems has not been substantiated since we tested the voltage at the site on 8/7/06; however, the results of the recording voltmeter will be able to tell us whether there are any actions needed.

Please advise if there is additional information needed for you to respond to Mr. Vetere.

*** Rea: The Company is following the line extension policy as it applies to this situation. Our testing of the voltage at the site has found no problems; however, I will follow-up with the field office on the recording voltmeter results to determine if any additional actions need to be taken. Please let me know whether you will consider tracking this case as an Inquiry. The company has done everything possible to respond to Mr. Vetere and we are actively investigating his request for a voltage investigation. Thanks for any advice.

Rea,

Yes. John Cordova spoke with Tim Vetere before the meterman went out, and Tim met the meterman at the site. They talked and both made measurements, Tim on his side of the meter and the meterman on our side of the meter. The recording volt meter will run through tomorrow, so the meterman will retrieve the meter either close of day Friday or on Monday morning and send the data into the engineer to be analyzed. We should have the results later on next week.

John told Tim that it would be important for him to run the pumps during the test, and Tim expressed concerns about burning out another pump. So John doesn't know if he will or will not run the pumps during this test. He hopes he does so that the test can measure the voltage when the line is under load.

John has fielded many calls from Tim over the last two years, and always hears him out.

Regards,
Rob

Rea:

The results of the Recording VoltMeter were sent to us earlier this week. The results showed that the customer may be experiencing some voltage sags on full load. This is primarily due to the fact that he is on the end of the line and is not unexpected.

Therefore, the engineer has recommended that the voltage at the substation be raised 2 volts. This has been completed and we will continue monitoring. As stated earlier, the company has been actively responding to Mr. Vetere on all issues he has brought to our attention. The local manager has frequent contacts with him and responds in a timely fashion.

Please let me know if you require additional information to close this case. Thanks.

Keven Hoopiaina
Senior Regulatory Liaison

Commission

Complaint Type: Voltage	Days Open: 11 Day(s)
Utility Type:	Release Info: <input type="radio"/> Yes <input checked="" type="radio"/> No
Docket Number:	Utility at Fault: <input type="radio"/> Yes <input type="radio"/> No
Actions Taken:	11/13/06 Tim Vetere called - still not satisfied. He wants a hearing so I faxed him the papers to 435-564 8485 today.